



Job Description: Duty Manager

Introduction & Context:

Bishopsgate Institute is the delivery arm of the Bishopsgate Foundation, founded in 1894 for “the promotion of the education of the public”. We are a small, independent charity with our own extraordinary premises at the crossroads of the City, Spitalfields and the East End. The charity is financially independent, relying on generating income from its venue hire activity, alongside rental income from its endowment. Please see Bishopsgate Institute - Past Present Future and New business development and opportunities ahead documents for details on our vision and our ambition to secure a sustainable increase in income for the Institute.

The building is Grade II* listed, and we manage a combination of events and activity for our charitable programme, alongside income-generating corporate hires when we have spare capacity.

Please also see The Programme for more information on our priority areas of activity, operating model and the audiences we seek to serve, and Bishopsgate Institute Strategic Objectives 2016-21 for a summary of the business plan priorities.

Role description:

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| Date of Last Review: | October 2021 |
| Job Title: | Duty Manager |
| Grade: | Manager |
| Salary: | £28,157 |
| Hours: | 35 hours over 7 days - we may ask you to work any day or evening over the 7 day period (We will consider part time applications) |
| Reporting to: | Operations Manager |

Hours: Full-time (35 hours / week) - the role requires you to be available to work any day or evening over the 7 day period.

Role purpose:

To provide event management, set-up and pack-down coordination and general logistical support to all activity happening inside the Bishopsgate Institute on a day-to-day basis against a planned daily schedule of events and requirements.

This includes being the Designated Premises Supervisor when a bar is in operation, and being a certified First Aider for the building when on duty.

The Duty Manager is the first point of contact for on-the-day event delivery, including customer care and relationship management, client liaison, people management and supervision, troubleshooting and problem solving, provision of facilities and equipment needs, as well as health and safety requirements.

This role depends upon successful relationship management with stakeholders, various internal departments and members of the public. A high standard of customer service is essential, as is a willingness to 'lift and shift' when needed. There are Health and Safety responsibilities.

Line management:

Duty Managers do not line manage anyone. The role effectively supervises the on-duty Event Technician and any casual staff assigned to that shift (such as bar or cloakroom staff) to ensure delivery of the activity as per the brief.

Working pattern:

The post will work on a rota basis 7 days a week, including evenings and weekends. The rota'd hours will be published at least 4 weeks in advance, and minor changes might be requested within this period subject to agreement. The full-time role requires 35 hours per week, and days/hours will vary week on week, and you may be required to work any day or evening over the 7 day period.

Principle duties, tasks and responsibilities:

- Manage the day to day delivery of events and activities taking place across the Institute. This includes scheduled events and activity but also includes the basic operation and well-being of the Institute as a building frequented by the public
- Acting as the first point of contact for customers, clients, staff and the public to support the smooth running of events and activities across the Institute and provide a professional and welcoming service

- The secure opening and closing of the premises at 228 Bishopsgate, 230 Bishopsgate and 14 Brushfield Street, including the Institute main entrances, reception and box office area, and securing any internal rooms as needed
- Working directly with other Duty Managers and Operations Manager to build and deliver operating plans tailored to the required weekly activities
- Overseeing and participating in the security needs of the Institute as required to ensure the safety and security of all staff, the general public as well as the building and its facilities (includes Fire Marshall responsibility)
- Where a bar is being run, managing the provision of alcohol under our premises licence as Licensee, managing the cash float, reconciling transactions and reporting accordingly
- Directly supporting and overseeing the work of all on-the-day event staff including Event Technicians, porters and external providers including security, catering and bars or in the absence of the Sound and Lighting Technician, any event production contractors (such as lighting/sound engineers) as required. This also includes any necessary liaison with tutors, speakers and artists
- Ensure rooms and spaces are available on time and have been set up as required, including fulfilling equipment needs, together with responding to any last-minute requests or queries to facilitate the smooth running of an event. Including the need to work closely with reception and box office functions to ensure day-to day-activity is being undertaken as required
- Overseeing the packdown of these events and activities, ensuring the rooms and spaces are made ready for the following day's scheduled requirements. This may require liaison with the Buildings Manager and Event Planners on Event Technician and portering requirements
- Liaison with the Front of House Coordinator on the events schedule and any requirements, specifically in relation to casual staff support and day-to-day performance
- Liaison with the Buildings Manager and colleagues across the organisation as required to solve day to day issues and problems as they arise
- Liaison with Sound and Lighting Technician on all technical aspects of event delivery and supporting Event Technicians to deliver event requirements as per brief
- Supporting the Operations Manager and the Sound and Lighting Technician in ensuring that rota'ing of the Event Technicians, portering and any external contractor planning meets the needs of the event scheduling requirements

- Supporting and overseeing where required the relationships with suppliers, vendors and external contractors in relation to building and facilities needs
- Supporting simple buildings maintenance and upkeep as required
- Acting as First Aider, if required, when on duty (certified training is provided)
- Updating and maintaining any internal records or communication regarding duty management duties and information sharing through IT systems and reports including the end-of-day report and the Rendezvous system
- Support the Delivery team through regular meetings and the provision of Duty Management reports to facilitate internal planning requirements and operational needs

General requirements of the role:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers.
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times.
- Champion and epitomise the Institute's core competency behaviours.
- Attend relevant training in order to fulfil the requirements of the job and undergo supervision and annual reviews.
- Comply with and implement all organisational policies and procedures as required.
- Work flexibly and responsibly as part of a rota'd working week to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required.
- Dress and present yourself appropriately as the professional needs of the Institute require.

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person Specification

1. Specialist Area Requirements

- 1.1** Proven experience of operating in, and preferably duty management of, a building of the Institute's size, scale and complexity to deliver excellent customer service
- 1.2** Proven experience of event management and coordination in the arts and cultural or adult learning sector including logistical planning, record keeping, contracting, running bars and communication needs
- 1.3** Basic experience and knowledge of event production requirements including sound, lighting, staging, catering including licensing and alcohol provision
- 1.4** Demonstrable ability to take responsibility and be accountable for event delivery, people management, cash handling, client relationships and public engagement
- 1.5** Excellent communication skills, verbal and written
- 1.6** Proactive, collaborative and solution-focused approach to work and any challenges arising
- 1.7** A strong appreciation and understanding of how this role and the Delivery team in general will interact with other teams across the organisation to support event related requirements and delivery
- 1.8** Knowledge and experience of operating and delivering effectively and efficiently in project team working environment to agreed objectives
- 1.9** Appreciation of and experience in operating in a multi-space cultural venue, preferably also a listed building environment
- 1.10** Detailed knowledge and understanding of security and safety issues to protect members of the public, the Institute and its staff
- 1.11** Proven understanding and experience in budget control and financial reporting requirements to support the financial accounting of buildings-related activity (such as running bars) and maintenance.

2. Grade Specific Requirements – Applicable to all Management Level Posts

- 2.1 Experience of collaborating within and across teams and an understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy.
- 2.2 Ability to manage day to day duties and activities to ensure that tasks are achieved effectively, efficiently and to a high standard of quality.
- 2.3 Understanding of security and safety issues to protect members of the public, the Institute and its staff.
- 2.4 Experience and awareness of good practice/effective approaches to planning and delivery requirements
- 2.5 Demonstrable skills in working flexibly, trouble shooting and customer service.
- 2.6 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work.

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we are introducing a competency-based approach to staff recruitment, performance review and development. The Framework will underpin the culture of the organisation and add to what we do to enable us to reach our potential both as individuals and as an organisation.

How we are managed and manage each other using the competencies will become clear and both managers and staff will have support and training to implement them once the new structure is in place.

Until then, they are in place to support the redeployment/recruitment to all roles in the new structure. The selection process we use will be designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

| <u>Performance</u> | <u>Insight</u> | <u>Engagement & Inspiring Others</u> |
|--|--|---|
| <ul style="list-style-type: none">• Accountability• Delivering Performance• Alignment & Planning• Learning & Change | <ul style="list-style-type: none">• Breadth of Perspective• Making Effective Judgements• Applying Specialist Knowledge• Customer & Audience Awareness | <ul style="list-style-type: none">• Working Collaboratively• Communicating & Influencing• Empowering Leadership |

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a 'Specialist'.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.