



Candidate Pack

Duty Manager
April 2024



BISHOPSGATE
INSTITUTE

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From Francesca, the Chief Executive & Artistic Director

September 2023

Hello!

If you're successful in your application, you'll be joining us at a crucial time when every single team member's contribution can make a big difference.

Perhaps you already know us well, as one of our regular event or course attendees, researchers or partners, or perhaps you've heard of our special collections and archives. You might have even danced, sung or rehearsed here.

We're a very small organisation, which means everyone plays a role beyond the strict boundaries of their job description. Our team is passionate, feisty, highly skilled and collaborative, so you'll fit right in if you're interested in everything we do, and in supporting colleagues across the organisation.

Our special collections and archives are at the heart of what we do, and whatever the role is that you are considering with us, I'd encourage you to take the time to look into what we collect and why, and how we celebrate the stories of those perhaps ignored or left behind by the mainstream and establishment. There's a wealth of information on our website.

We have recently [paused much of our programme](#) of courses and events for the next few years as we stabilise our finances and business model; it is our intention to resume this activity in due course, and we need to keep in touch with our stakeholders, audiences and customers throughout this recovery period.

Income generation is key to our future sustainability, and it will come mainly from two areas: our permanent endowment, and our commercial activities which include growing our venue hire business, monetising our special collections and sector-leading archives expertise and developing appropriate commercial opportunities across the business.

We are having to adapt and prioritise those projects that are the most urgent and which can help replenish the lost income of the past three years and get us back onto a sustainable financial footing. More than ever, we rely on having talented and committed people in our team. Perhaps you could be one of them?



Francesca Canty

Chief Executive & Artistic Director

About Bishopsgate Institute

Bishopsgate Institute is part 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 Grade II* listed premises at the crossroads of the City, Spitalfields and the East End.

Our special collections and archives are sector-leading across themes including social and labour history, protest and campaigning, women’s and feminist history, London, the co-operative movement, free thought and humanism, and we are the largest LGBTQIA+ and alternative sexualities archive in the UK.

We run a small programme of yoga classes, archive tours, and monthly social dance and musical theatre events with partner organisations, and offer free access for all to our special collections.

Our spaces are available for hire for events of all sizes, including weddings, conferences, meetings, rehearsals and film shoots. The income we receive through venue hire directly helps us to take care of our beautiful building and historic archives.

Job description

Date of last review	April 2024
Job title	Duty Manager
Grade	Manager
Hours	Full-time (35 hours per week)
Salary	£28,137 per Annum
Reporting to	Operations Manager
Based	Bishopsgate Institute
Probation	6 months

Role purpose

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. Our building is Grade II* listed, and we manage a combination of events and activity for our charitable programme, alongside income-generating venue hire.

The purpose of the Duty Manager role is 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 activity.

Working pattern

This is a full-time post, working 5 days a week on a 7-day week roster which includes unsociable hours work. Rosters are set monthly and can be subject to change upon agreement of the employee.

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 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 license as Licensee, managing the POS transactions, reconciling, and reporting accordingly
- Directly supporting and overseeing the work of all on-the-day event staff including Event Technicians, and external providers including security, catering and bars or 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 pack-down 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 Visitor Operations 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 the freelance Sound and Lighting Technicians on all technical aspects of event delivery and supporting Event Technicians to deliver event requirements as per brief

- Supporting the Operations Manager in ensuring that rota'ing of the Event Technicians 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

- 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 values
- 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 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 Institute'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 use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is 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.
- 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 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.

Employee benefits

All permanent and fixed-term contract employees are entitled to the following benefits:

Annual Leave

34 working days paid entitlement including bank holidays in the annual leave year (1 April to 31 March). The entitlement will be pro-rated for part-time employees and employees that work for part of a year.

The Foundation traditionally operates a shutdown over three days between Christmas and New Year. All staff are given these days in addition to their annual leave entitlement. However, it is possible that there may be opportunities for the Foundation to host events over this period. Such events will be built into the programme schedule and arrangements for managing and delivering them will be made in advance. Any staff required to work over this period will be given reasonable notice and their leave may be used on alternative days.

EAP

You have access to the Employee Assistance Programme, currently provided by Life &Progress, which provides staff with a free, confidential 24-hour counselling and advisory service.

Pension Scheme

Auto enrolment into the Bishopsgate Foundation pension scheme will occur after the 3 months' deferral period after which the employee can choose to formally opt out of the pension scheme process.

Enhanced Sick Pay

Occupational sickness pay is payable according to the length of service; this will be detailed in your contract.

Staff Development

As part of our annual training plan, we offer training to staff in line with identified training needs and business priorities. Additionally, individual training needs are supported where identified or requested in order to support performance at work and/or business needs. We value staff wellbeing and offer Mental Health First Aid training to all staff within their first year.

Free Tea & Coffee

Bishopsgate Institute provides tea, coffee and milk for all staff.

Staff Social Events

Bishopsgate Institute pays for or contributes to the cost of social events for staff during the year. This usually includes a fully paid meal at Christmas and at least one other event, but this is subject to change.

Discounts

A discount of 50% on the full ticket price for up to a maximum of 4 tickets per event for single eligible events run as part of the Bishopsgate Institute programme, subject to availability.

A discount of 75% on learning programme activity, such as courses and workshops (this discount cannot be applied to single drop-in attendance in a longer course). There will be a maximum number of Bishopsgate Institute staff discount places on each course or workshop.

In addition, after successful completion of their probationary period, permanent and fixed-term contract employees will also be entitled to:

Eye Tests

Bishopsgate Institute will refund the cost of an eye test carried out by a qualified optometrist, once every two years.

Bereavement Counselling	A counselling service is available to help employees, or the family of a deceased employee, at what can be a difficult time.
Life Assurance	Membership of the Bishopsgate Foundation Group Life Assurance Scheme is automatic and is at no additional cost to staff.
Probate Advice	A Probate Helpline is available to support employees and their families when managing a wide range of legal, financial and administrative matters, at an emotional time.
Enhanced Maternity Pay	Staff on maternity are entitled to full pay for the first 12 weeks subject to the condition of returning to work for a minimum period of 3 months after their maternity ends.
Paid Jury Service	Bishopsgate Institute will top up your claim for loss of earnings to that of your salary.

Bishopsgate Institute offers spot rate salaries and does not operate a performance related pay scheme. However, we issue annual pay awards of between 1% and 5% to all staff. The amount will be reviewed by the Board of Trustees dependent on affordability, which is connected to the financial performance of the Institute.

Unless otherwise specified in the employee's contract of employment, the benefits summarised above (excluding holidays, sickness benefits and membership of the Foundation's pension scheme) do not form part of an employee's contract of employment and can be removed or varied at the sole discretion of the Institute.

Equality, diversity, and inclusion policy

Bishopsgate Institute is committed to championing equality, diversity and inclusion among our workforce, and eliminating all forms of discrimination, especially unlawful, in order to create a workplace where diverse opinion and mutual respect underpins our working culture. The aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best.

The organisation - in providing services and facilities - is also committed against unlawful discrimination of visitors or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, casual, fixed-term or permanent, part-time or full-time
- prevent unlawful discrimination under the Equality Act 2010 on the basis of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- prevent all forms of discrimination whether lawful or unlawful. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The Institute commits to:

- Champion equality, diversity and inclusion in the workplace to enable a broad range of opinions and values representative of our society
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the Institute provide equal opportunities in employment, and preventing bullying, harassment, victimisation and unlawful discrimination.

All staff should understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, trustees, suppliers, visitors, the public and any others in the course of the organisation's work activities. Such acts will be dealt with as misconduct under the Institute's grievance and disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 - which is not limited to circumstances where harassment relates to a protected characteristic - is a criminal offence.
- Make opportunities for appropriate training, development, and learning available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Take decisions concerning staff based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure best practice and fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan are working in practice, reviewing them annually, and considering and taking appropriate action to address any issues.

Details of the institute's grievance and disciplinary policies and procedures can be found in the staff handbook. This includes with whom an employee should raise a grievance - usually their line manager.

Use of the Institute's grievance and disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

How to apply

To apply, please follow the link below and select the appropriate link for either the full-time or casual Duty Manager position:

<https://www.bishopsgate.org.uk/jobs/duty-manager-3>

Application deadline: 10am on Friday 16th February 2024

Interviews will take place on Friday 23rd February 2024

