



**Job Title:** Duty Officer

**Reports to:** Audience and Sales Manager

**Hours:**

This casual role requires flexibility by working daytimes, evenings or weekends – the basis of employment will be a zero hours contract. Rotas are created on a monthly basis and you will be asked to let us know your availability in advance for each period. Shifts will be allocated based on this availability. There will be no obligation on you to accept the shifts offered and on Queen's Hall Arts to offer you shifts.

**The role:**

The Duty Officer oversees performances and events, ensuring public safety. The Duty Officer, while on shift, will motivate and lead the Stewarding team to deliver a welcoming and secure space for customers of the Queen's Hall attending an event.

While on shift, the Duty Officer has shared responsibility for ensuring the health and safety of visitors to the venue and for ensuring the smooth running of events working with the Technical, Caretaking and Box Office teams. The Duty Officer will work entirely in a public facing environment, with excellent customer service and communication skills.

**The role includes:**

Overseeing events occurring in the front of house areas and working with colleagues to deliver events to the required standard.

Ensuring all visitors receive a professional and friendly welcome to the venue.

While on duty, supervising volunteers and allocating volunteer activity for the event – to ensure Stewarding team are deployed effectively across the building so that staffing is adequate for the levels of activity in each area.

Providing a clear briefing to the Stewarding team at the start of the event ensuring health and safety and fire regulations are adhered to in accordance with Queen's Hall Arts protocols.

Being responsible for accurately conducting emergency and evacuation procedures, if required, when on duty.

Being responsible for administering first aid where appropriate and required and for ensuring the appropriate emergency service is contacted in the event of a first aid incident.

Being continually vigilant and upholding Queen's Hall Arts' health, safety and security procedures to ensure the safety of cash, stock, assets, visitors and staff at all times.

Taking action to rectify or mitigate any health and safety concerns and bringing any health and safety concerns to the attention of your line manager.

**While working on shift:**

Conducting fire safety checks when arriving for the start of a shift, managing incidents and emergencies that may arise while on shift, and ensuring public areas are presentable.

While on shift, liaising with visiting companies' stage managers and Queen's Hall Technical team to ensure proper running of all events and their presentation to the public by communicating audience activity to ensure start times and interval periods are monitored and managed accordingly.

While on shift, to remain present in the main auditorium, or other performing space, during the performance only leaving the spaces where the majority of visitors are situated should: an incident occur requiring the Duty Officer to attend; or just before and during the interval to 1) make / ensure suitable arrangements are in place for the audience to move to other Queen's Hall spaces during the interval, 2) to ensure queues at the concession selling points are managed 3) to assist the stewarding team in the sale of concessions and 4) to ensure audience members return to their seats so clearance can be provided for the performance to restart; and just before the end of the performance to ensure the audience can leave the building in a safe manner.

While on shift, if members of the Stewarding team are unable / unavailable, selling ice-cream to visitors and therefore being able and willing to use the payment devices and handle cash payments.

Acting as the first point of contact for customer enquiries, while on shift and when the Box Office is closed.

At the end of an event ensuring, working with the Stewarding team, that all visitors have left the Queen's Hall Arts Centre ensuring checks are carried out in the auditorium and or studio space as well as the bar area and public toilets and that the visitor spaces are checked and cleared of all rubbish and any lost property is left in the Box Office with a note made on the event report.

Ensuring consistent and accurate reporting of incidents, accidents and maintenance issues – completing an event report detailing information about any incident /

emergency / feedback that should be brought to the attention of management or confirming that no such reportable incident arose.

Being knowledgeable about and promoting Queen's Hall Arts' programmes - reading briefing material and enthusiastically promoting the work of the venue.

Encouraging visitor donations to Queen's Hall Arts.

From time to time, collecting audience feedback to aid performance analysis, Marketing activities and Arts Council England reporting.

Encouraging visitor feedback by directing customers to the available feedback channels.

Attending team meetings as required and where possible and participating in training and other forms of staff development.

Working at other local sites as required by the needs of the business.

Undertake any other duties commensurate with the status of the role and in keeping with its overall purpose.

**Essential Person Specific Attributes:**

Passionate about live performance and the work of Queen's Hall Arts

Demonstrable experience in a customer service role, preferably in a venue setting

Experience of motivating volunteer team members on shift

Proactive with excellent organisational and communication skills

Ability to work on your own to analyse situations and solve problems

Ability to work calmly under pressure and prioritise issues

Ability in cash handling

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive.