

# BAND<sup>ON</sup>THE WALL



<b>A</b>	<b>JOB TITLE:</b>	<b>Duty Manager</b>
<b>B</b>	<b>RESPONSIBLE TO:</b>	<b>Assistant Venue Manager, Head of F&amp;B, CEO</b>
<b>C</b>	<b>RESPONSIBLE FOR:</b>	Cocktail Bartenders, Front of House team
<b>D</b>	<b>KEY RELATIONSHIPS: (Internal)</b>	Administration & Operations Manager, Head of Production, Technical Staff, Programme Manager, Head of Marketing, Bar Staff
<b>E</b>	<b>KEY RELATIONSHIPS: (External)</b>	Tour Managers, Artists, touring engineers & crew Drinks Suppliers, SIA Staff
<b>F</b>	<b>SALARY:</b>	£21,500
<b>G</b>	<b>HOURS:</b>	37.5 HOURS
<b>H</b>	<b>HOLIDAY ENTITLEMENT:</b>	20 days (not including bank holidays)
<b>J</b>	<b>NOTICE PERIOD:</b>	4 Weeks

## Job requirements and responsibilities

This is a key post as part of the operational management team of Inner City Music Ltd, the owners and operators of the Band on the Wall music venue.

As a public face of Band on the Wall, it will be the Duty Manager's responsibility to maintain the highest levels of customer service and guarantee that the principles and central mission of the organisation are maintained by all public facing staff during the entirety of venue opening hours.

The Duty Manager operates within the venue and will be a welcoming and helpful point of contact for customers and clients alike. Supported by a team of cocktail bartenders, bar and catering staff, box office staff and agency SIA, the Duty Manager deals with the coordination of events at the premises or other venues as appropriate, ensuring through effective planning and delegation that each event operates as smoothly as possible.

The Duty Manager is the on-the-night artist liaison, especially regarding hospitality and care.

The Duty Manager will have prime responsibility for successful 'on the night' management and the smooth and profitable operation (as detailed in the venue's staff handbook (wiki) to which the Duty Manager is expected to adhere and contribute to the continued development of) of the bar and catering facilities, and delivery of all events booked into Band on the Wall. Supported and line managed by the Assistant Venue Manager and Head of F&B and on the night by the Production Manager (and other technical staff) the Duty Manager will be a senior member of staff on duty during the night-time operation.

The Duty Manager will work with the Assistant Venue Manager, Head of F&B and Administration and Operations Manager towards maintaining the upkeep of Band on the Wall to the highest possible standard using the on the night reporting methods.

The Duty Manager will be responsible for leading team in maintaining best practice customer service values and company ethos in all internal and external relationships.

**Key Tasks and Responsibilities:**

- On-the-night venue and staff management, rota and staffing levels where required, in Head of F&B and/or Assistant Venue Manager's absence.
- To deal with all aspects of fulfilling the organisation's obligations as the responsible authority under the DPS as outlined in the Premises License, including but not limited to liaising with Manchester City Council, The Police, and other joint agencies as and when necessary. Also, to maintain all relevant records as required by the licensing authorities for inspection when requested.
- Enforcing the organisation's drug policy amongst public and staff alike, ensuring the security of the premises.
- Being a key holder to lock up at the end of the night's trading, following the procedures set down in the staff handbook, and maintaining these actions continually without complacency.
- To fully reconcile the end of night cash with relevant till receipts, reports and returns and to manage the secure movement and storage of cash throughout the building whilst open to the public. To notify the Venue Manager of any cash discrepancies on the night or through end of night reporting.
- To produce end of night reports at the end of each shift and email to the required groups/individuals
- To work with Management in providing induction, motivation, training, and appraisal of staff.
- To monitor the recording of hours for the casual staff payroll and ensure the sign in procedures are adhered to.
- To ensure areas are staffed in line with the business requirements moving staff where appropriate, making effective use of staff hours, and that all staff are presentable, personable and provide high quality and consistent customer service.
- To brief SIA door supervisors to ensure the safety of the staff and public.
- To manage cellar stock effectively in line with venue cellar SOP (Standing Operating Procedures). Additional responsibilities in the absence of the Venue Manager may apply, please see relevant handover documents.
- To work with the Head of F&B and Assistant Venue Manager to manage the maintenance, cleanliness and repair of the public facing bar areas including lighting, signage and displays.

- To ensure that all staff are trained in all appropriate Health and Safety, COSHH and fire regulations and to attend personal development training sessions as and when required by ICM.
- To ensure provision of a high level of customer service, and to deal constructively with any complaints during an event.
- To contribute towards meeting of standards set for all recipes, service systems and storage procedures, and management of stock.
- To establish good working practices which ensure that all goods and monies received are secure and properly accounted for, that opportunities for theft are minimised and that all end of night financial reports are completed as instructed by the CEO and Finance Officer.
- To maintain operational procedures in consultation with the Administration and Operations Manager including practices as stipulated by Environmental Health and Weights & Measures and to ensure that all procedures comply with the law.
- In coordination with the Head of F&B and Assistant Venue Manager to ensure that all equipment is maintained in a clean and operational state and that it is secure and routinely serviced. Ensuring that all areas are maintained as clean and welcoming environments.
- To delegate duties as appropriate to bar staff and box office staff and monitor performance of these staff.
- To maintain regular communication with staff and Venue Management to make them fully aware of the business objectives and performance of the bar and catering department.
- To liaise with the Head of Production and technical staff to ensure all venue information on the night is available on request and is accurate.
- To liaise with tour managers/artists including, controlling backstage passes, buyout money, merchandise stalls, running orders and stage times and ensuring this information is disseminated to all parties, such as sound engineers etc. as required.
- Keep up to date with current trends in food and drinks.
- Dealing with on-the-night issues, emergencies, and discrepancies by making appropriate judgment calls, including health and safety, artist requests, ejections, decibel monitoring and security checks etc
- To carry out any other duties as deemed necessary by management, senior management, or the CEO.

Note. It will be the responsibility of the Duty Manager to ensure that the on-the-night returns from catering, bar, and box office all reconcile to the relevant till receipts / reports with the cash on site. To this end the organisation will endeavour to provide all adequate

and relevant training and will put in place thorough and detailed standard operational procedures.

### **Health & Safety**

- To fulfil a key role in the management of health and safety at work and ensure that the policy and procedures are fully implemented and adhered to.
- To ensure that on the night staff always act in compliance with health and safety, licensing and building control regulations.
- To ensure that outside contractors and promoters, and their staff, using the venue(s) comply with the Society's health and safety policy.

### **Confidentiality**

To adhere to Policies and Procedures on confidentiality and the management and sharing of information.

### **Equal Opportunities**

To actively promote an Equal Opportunity Policy. To help promote a working environment where all employees are valued as individuals and are encouraged to fulfil their potential.

**Please note that racist / sexist and any other intolerant actions or language will not be permitted by the organisation and would be seen as completely inconsistent with our company philosophy.**

Inner City Music Ltd is an equal opportunities employer and guarantee that decisions regarding appointments will be made only based on appropriate ability and experience.

### **Training and Development**

To emphasise the importance of development in the workplace. To actively encourage a learning environment and development within others. To be proactive about own continuous professional development.