

# BAND ON THE WALL

25 SWAN STREET  
THE NORTHERN QUARTER  
MANCHESTER  
M4 5JZ  
BANDONTHEWALL.ORG

Dear Applicant,

Thank you for your interest in the position of **Duty Manager** at Band on the Wall.

This application pack includes:

- Job Description
- Person Specification
- Application Form
- Guidance for applicants

The closing date for receipt of completed applications is **10am on Monday 9<sup>th</sup> February 2026**. We regret that applications received after that time cannot be considered. Please note that we cannot accept CVs for this post.

Please submit your application as a single attachment by email to:  
[hr@bandonthewall.org](mailto:hr@bandonthewall.org). Please ensure you have also completed the separate monitoring form found through this link: <https://forms.office.com/e/BLHb52sa2K>

Interviews will be on at Band on the Wall on **Monday 16<sup>th</sup> February 2026**

Unfortunately, due to the high volume of applications expected we are unable to write back to all those who are unsuccessful at this stage or to give specific feedback on why you have not been shortlisted. If you have not heard from us by **Wednesday 11<sup>th</sup> February**, you should assume that your application has been unsuccessful on this occasion.

We hope that this pack will help with any questions you might have about the application process. However, if you have any further queries, please email [hr@bandonthewall.org](mailto:hr@bandonthewall.org)

We look forward to receiving your application and thank you for your interest in Band on the Wall.

# BAND ON THE WALL

|                                     |                                                                                                                                |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <b>Job Title</b>                    | Duty Manager                                                                                                                   |
| <b>Responsible To</b>               | Venue Manager                                                                                                                  |
| <b>Key Relationships (Internal)</b> | FOH Team, Production Manager, Technical Staff, Programming team, Box Office & Ticketing Manager, Box Office Assistants         |
| <b>Key Relationships (External)</b> | Tour Managers, Artists, touring engineers & crew, Drinks Suppliers, SIA Staff                                                  |
| <b>Salary</b>                       | £28,500 P/A pro rota                                                                                                           |
| <b>Benefits</b>                     | Free entry to Band on the Wall gigs<br>25% staff discount on food and drink<br>Paid training and development<br>Pension scheme |
| <b>Hours</b>                        | Negotiable – minimum 20 maximum 37.5 hours - please state preference on application                                            |
| <b>Holiday Entitlement</b>          | 28 days p/a including bank holidays                                                                                            |
| <b>Period Of Contract</b>           | Permanent                                                                                                                      |
| <b>Probationary Period</b>          | Three months                                                                                                                   |
| <b>Notice Period</b>                | See Principal Terms and Conditions                                                                                             |

## SUMMARY

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 front of house team, bar supervisors, box office staff and agency SIA, the Duty Management team deal with the coordination of events, ensuring, through effective planning and delegation, that each event operates as smoothly as possible. 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.

Supported and line managed by the Venue Manager, the Duty Manager will be a senior member of staff on duty responsible for leading their team in maintaining best practice customer service values and company ethos in all internal and external relationships.

## MAIN DUTIES AND RESPONSIBILITIES

- On-the-night venue and staff management.

- Dealing with on-the-night issues, emergencies, and discrepancies by making appropriate judgment calls, including health and safety, building evacuation, artist requests, ejections, decibel monitoring and security checks.
- Effective liaison with FOH and Production teams, technical staff and SIA to ensure all venue information on the night is communicated and accurate to ensure the safety of staff and public.
- 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 relevant internal parties.
- 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 providing high quality and consistent customer service.
- To deal constructively with any escalated complaints during an event.
- To delegate duties as appropriate to bar and box office staff
- Key holding responsibilities – opening and closing the building.
- End of night administrative reporting, cash reconciliation and till management.
- To work with Venue Management to maintain and monitor the maintenance, cleanliness and repair of the building and public facing bar areas including lighting, signage and displays.
- To attend personal development training sessions as and when required by ICM.
- To work with Venue Management in providing induction and motivation of staff.
- To monitor the recording of hours for the casual staff payroll and ensure sign in procedures are adhered to.
- To manage cellar stock effectively in line with venue cellar procedures.
- 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. To maintain all relevant records as required by the licensing authorities for inspection when requested.
- To keep up to date with current trends in food and drinks.

| PERSON SPECIFICATION |                                                                                                                                                                                                                                                                                                                                                   |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ESSENTIAL</b>     | <ul style="list-style-type: none"> <li>• Previous Duty/Bar Management experience within the hospitality industry</li> <li>• Personal Licence holder</li> <li>• Knowledge of Health &amp; Safety requirements</li> <li>• Proven ability to provide a high level of customer service</li> <li>• Strong communication and numeracy skills</li> </ul> |

|                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <ul style="list-style-type: none"> <li>• The ability to work on own initiative, responding reactively to varying pressures whilst effectively leading a team</li> <li>• Ability to make quick decisions under pressure with an eye for detail</li> <li>• Willingness to work flexibly including evenings, late nights and weekends</li> </ul>                                                                                                       |
| <b>DESIRABLE</b> | <ul style="list-style-type: none"> <li>• Box Office experience</li> <li>• Experience in an arts venue</li> <li>• Basic knowledge of lighting/sound equipment</li> <li>• Experience in delivering a range of events to a high standard</li> <li>• Understanding of Budgets, P&amp;L etc</li> <li>• Knowledge of Cellar Management practise</li> <li>• Safeguarding training</li> <li>• First Aid Trained</li> <li>• Fire Marshall Trained</li> </ul> |

### **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.
- The organisation will endeavour to provide all adequate and relevant training and will put in place thorough and detailed standard operational procedures.
- 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 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 action 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.

## **Review Arrangements**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job may change without changing the general character of the job or the level of duties and responsibilities entailed. This information may be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

The post will be reviewed at three months. A further probation period may be required; if this is the case the post holder will be informed in writing after the review.

**Band on the Wall is founded on the principles of equity, equality, diversity and inclusivity.** All job applications will be given equal consideration and we particularly welcome applications from black and minority ethnic and LGBTQ+ candidates, and those with disabilities, as these groups are underrepresented in our sector.

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.

**Band on the Wall is a Disability Confident Committed Employer.** If you are disabled and your application meets the minimum criteria for the post, we guarantee you an interview