Bernie Grant Arts Centre
Developing culturally diverse artists



SITE DUTY MANAGER

Rate of pay: £15 p/h
Contract type: Freelance, Casual
Reporting to: Administration & Site Manager
Responsible for: Management of the campus & events
Closing date: Midday, 20th February 2023
Interview date: As and when
Ideal start date: As soon as possible
Location: Bernie Grant Arts Centre, Town Hall Approach Road, Tottenham N15 4RX

Photo by Nina Photography

Supported using public funding by ARTS COUNCIL ENGLAND


"The Bernie Grant Arts Centre has made enormous progress under the leadership of Hannah Azieb Pool, and is not only an important local legacy representing local demands for equality of access to the arts and for the celebration of cultural diversity, but it is a unique national achievement born in Haringey. In the context of Black Lives Matter this is more important than ever."
-Rt Hon David Lammy MP
Photo by Nina Photography

ABOUT US

Inspired by the vision of the late Bernie Grant MP, designed by acclaimed British-Ghanian architect Sir David Adjaye, opened in 2007 and home to a 274-seat theatre; 3 rehearsal spaces, a lounge cinema, 20 creative workspaces, a cafe and bar, and an outdoor square, BGAC is a singular space in the London arts scene.

We support, invest and proudly present new and exciting work from Black artists and so produce meaningful, authentic engagement with our communities.

We develop new audiences, giving space for audiences - 60 per cent of whom are Black, Asian or of dual heritage - and artists to thrive and inspire each other.

We believe in a world in which Black artists, creatives and performers no longer have to fight to have their stories made.

We believe that these stories are means by which we connect with each other and with ourselves. They help make sense of our past, navigate the present, and face the future.

We value the Black lived experience, believe everyone has the right to tell their story, and empower those with whom we collaborate. Because with unity comes power.

We honour all intersections - including those of gender, sexuality and disability - recognising that all oppression is connected.

We aspire to inspire, provoke and bring joy to everyone who comes through our doors c25,000 people annually.



THE ROLE

We are seeking experienced and confident SIte Duty Managers to support the Administration and Site Manager and operational team with the management of the site and delivery of a dynamic range of events and activities at the Bernie Grant Arts Centre.

The Site Duty Managers provide a pivotal role in managing the campus and ensuring productions and events are delivered efficiently and to a high standard. They are responsible for overseeing the Performance, Hub and Enterprise buildings, the Front of House Team and supporting visiting companies to ensure enjoyable audience experiences.

The ideal candidate will have a passion for the arts and experience in a similar role within an arts organisation.



Photo by Nina Photography

KEY RESPONSIBILITIES

Working across all three buildings on the campus, the Site Duty Managers oversee and support operational requirements that include; Health & Safety, venue hire, and presentation standards.

BUILDING MANAGEMENT

As a keyholder, the SDM is responsible for opening & locking the building at the start and end of the day, ensuring everyone is out safely before setting alarms

Ensure venue hire set-up requirements are completed in advance, providing additional support where necessary

Ensure all buildings and wider campus are in a clean & tidy condition

Report and where possible resolve building maintenance or repairs issues

Support the Site Team across all sites to facilitate regular fire alarm and evacuation drills

Ensure that the Centre's buildings & working environments comply with Health & Safety policies, Premises Licence requirements and best practice, including any works carried out by contractors or third parties

Supervising contracted-outsourced services, such as for maintenance, security of IT

Manage a team of Front of House Assistants to greet visitors in a polite and enthusiastic manner

Supervise the team to monitor audience flow through the buildings and into performance spaces, paying attention to the needs of visitors at all times

Oversee & support Box Office staff as they complete transactions, customer service enquiries and adhere to operational policies

Support Box Office function

Complete venue checks to ensure the safety of the venue, visitors, and clear evacuation routes

Monitor the general appearance and tidiness of all the public areas before events start and during performances and events

Responsible for the smooth and efficient day-to-day running of the organisation's programme of activities, events and venue, ensuring that facilities and core service functions are delivered

EVENT MANAGEMENT

Oversee smooth running of events and performances

Ensure safety, time management and enjoyable visitor experience

Liaise with all departments, including Hires and Tech, to ensure consistent messaging to hirers and efficient event management

Liaise with performing companies and artists about their performance requirements and schedules e.g. show running order

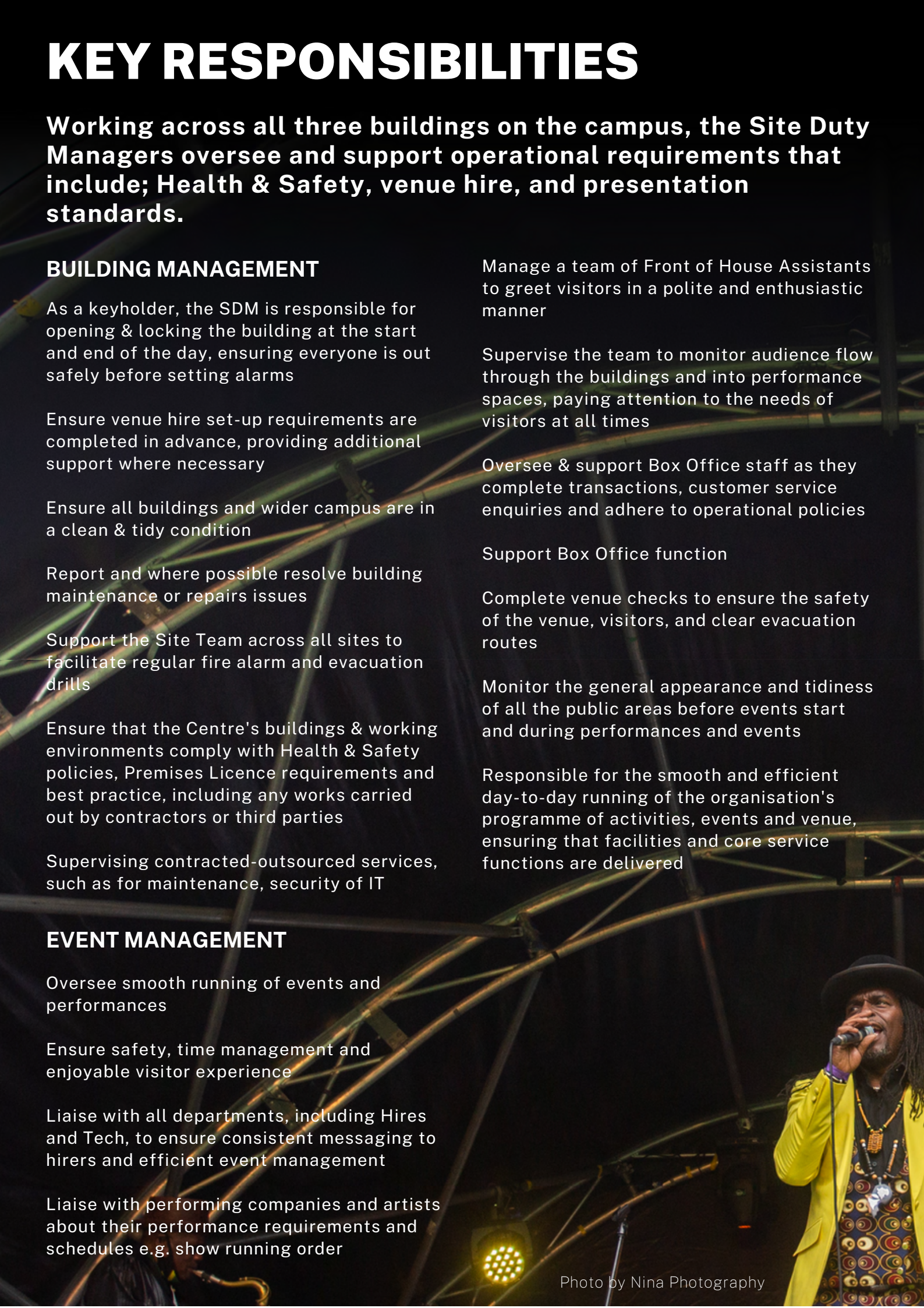


Photo by Nina Photography

CUSTOMER SERVICE

Provide accurate directions, visitor information, and effective assistance as required in all parts of the Centre

Support visitors with access requirements, e.g. with access to lifts, and various performance spaces

HEALTH & SAFETY

Maintain Health & Safety of visitors, staff, artists, buildings & working environments at all times to comply with Health & Safety policies

Take necessary action to ensure Health & Safety across staff, visitors and site

Act as a qualified first aider on behalf of the organisation and ensure First Aid records are kept up to date

Knowledgeable and confident evacuation procedures, including staff briefing and training

Lead on the evacuation procedure during events, or in during standard operation mode

ADMINISTRATION & FINANCE

Manage email accounts, including Box Office & General Enquiries, to respond in a professional, informative and timely manner

Oversee financial transactions are being completed accurately and in accordance with the cash handling policy

Complete end of shift financial reconciliations and alert staff to inconsistencies and errors

Maximise sales, promote cross-selling and up-selling opportunities to visitors for services across the organisation

Keep administrative records up to date, including maintaining up-to-date flow of communications between departments

Support with necessary admin and finance on non-event shifts, including data entry, reporting and research

GENERAL

Attend meetings, training sessions and other events that may take place outside of normal working hours when requested

Adhere and actively contribute to BGAC policies, including Equalities (diversity, access and equal opportunities), Environmental and Health & Safety

This role is on a Freelance Casual basis, and hours are not fixed. Evening and weekend availability would be required.

As a Freelance employee, you would be required to submit your own self-assessment and pay any tax directly to HMRC for any hours worked.

The job description provides an outline of some of the duties you can expect in the role of Site Duty Manager. Depending on the needs of the site or event, other duties may be reasonably required.

PERSON SPECIFICATION

The Bernie Grant Arts Centre has a growing team of highly skilled and committed people. We look forward to welcoming new team members who are looking to contribute to and engage with the success of the Centre and it's missions.

ESSENTIAL

Experience in Duty Management in an arts centre, cinema or community environment

Previous experience of managing/supervising Front of House, Box Office or facilities staff

Demonstrable knowledge of customer service principles

Experience in calmly and confidently dealing with customer or client complaints

Ability to balance meeting client/customer's needs and resolving any issues, with the missions, aims and capabilities of the Centre

Knowledge and understanding of Health & Safety in a public building

Accurate and confident cash handling skills, including taking card and cash payments, and completing end-of-day cashing up

Attention to detail, both personal and environmental, with the resourcefulness to ensure all public areas of the Bernie Grant Arts Centre are presentable

Excellent verbal and written communication skills, with the versatility to communicate effectively to a wide range of people within and outside the organisation

Adaptable and calm under pressure

Able to use initiative but also not hesitant to ask for clarity when unsure

Good timekeeping with the ability to work flexible shifts, weekends and evenings on a consistent and reliable basis

DESIRABLE

Valid First Aid at Work certificate

Fire Marshall qualifications

Working at Height trained

Barista trained with experience in bar work or management

An interest in the arts - in particular Black, Black British and diverse arts

Lives within local area, or within a local commute



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APPLICATION PROCESS

APPLICATION

If you are interested in applying for this role, please send your CV, Cover Letter, and Equal Opportunities Monitoring Form to recruitment@berniegrantcentre.co.uk with the job title as the subject line.

The Cover Letter has no fixed format and is your chance to tell us more about who you are, why you are interested in this role, and how your leadership might develop BGAC as an organisation. Please keep it brief and write up to 1-page maximum.

BGAC is a Black-led organisation. Our opportunities are open to all and we encourage all people who are passionate about our mission to apply. However, we are also committed to ensuring that we remain representative of the artists and communities that our mission upholds. We will value lived experience of protected characteristics of race, socio-economic hardship, disability, sexual preference, gender as well as an understanding of the specificities of our home in Tottenham, North London across our recruitment.

SHORTLISTING

When shortlisting we are looking at how closely your application meets the criteria set out in the Person Specification. We will reply to all candidates via email, regardless of whether you have been shortlisted or not.

INTERVIEW

If shortlisted, you will be invited to interview. You will be advised if these are to take place in person. It is usually possible for online arrangements to be made if necessary.

OFFERS

All offers are made subject to satisfactory references, proof of identity, address and eligibility to work in the UK.

ACCESSIBILITY

If you would find it more accessible to complete this application in another format, please get in touch with us.

ANY QUESTIONS FOR US?

Please reach out to us at recruitment@berniegrantcentre.co.uk if you have any further questions, or would like an informal chat about the role or the company's vision.

If you are interested in this position but feel it would be a step up for you, we are interested in hearing from you as we may be able to to provide support and training to the right candidate.

