

**Bernie Grant
Arts
Centre**
Developing
culturally diverse
artists



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



Application Pack Site Duty Manager

Contents:
About the Bernie Grant
Arts Centre
Job Description
Person Specification

Cover image: *The UK is Not Innocent* by Jarelle Francis.

**Bernie Grant
Arts
Centre**
Developing
culturally diverse
artists

Site Duty Manager

Closing date: Sunday 19th September, Midnight

Interviews: w/c 27th September 2021

Ideal start date: As soon as possible

Reports to: Administration & Building Manager

Contract: Freelance / Casual

Location: Bernie Grant Arts Centre,
Town Hall Approach Road,
Tottenham, London, N15 4RX

BERNIE GRANT ARTS CENTRE

SITE DUTY MANAGER

ABOUT THE BERNIE GRANT ARTS CENTRE

The Bernie Grant Arts Centre is a state of the art, purpose built arts complex in the heart of Tottenham Green, North London.

Designed by British-Ghanaian architect Sir David Adjaye, and opened in 2007, our site features a 274-seat theatre; 3 rehearsal spaces, a lounge cinema, café & bars; 20 creative workspaces, and an impressive outdoor square.

Inspired by the vision of the late Bernie Grant MP, we champion Black artists telling their own stories. We present a range of multi-disciplinary art form events, including theatre, performance, dance, literature, film, music and festivals.

Our mission is to remove the barriers that contribute to the under-representation of Black artists and audiences and to redress this imbalance by nurturing and celebrating the creativity in cultural diversity. By making the arts accessible to all, we seek to make a substantial and ethical contribution to the social and economic regeneration of Tottenham.

The Next Stage of Our Journey

We are looking for someone with drive, commitment and excellent attention to detail to provide extra support within our small but dedicated team as we adapt to the changing cultural landscape.

We are committed to raising the profile of Black artists through presenting and co-creating high quality work and delivering artists development, creative learning and engagement opportunities.

The Bernie Grant Arts Centre was awarded Elevate and the Cultural Recovery Funding from Arts Council England to help deliver our artistic mission and build organisational resilience. We are currently working towards securing a vibrant, sustainable future for this key cultural asset in the heart of Tottenham, North London.

JOB DESCRIPTION

Post:	Site Duty Manager (Freelance)
Reporting to:	Administration & Building Manager
Responsible for:	Management of the campus and events taking place
Pay:	£15.00 per hour (Self-employed - Freelance/Casual)

MAIN PURPOSE OF THE JOB

We are looking for enthusiastic and knowledgeable people to join our friendly operational team 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 three buildings, the Front of House Team and supporting visiting companies to ensure enjoyable audience experiences. Across all three buildings on the campus, they oversee and support operational requirements that include; Health & Safety, venue hire, and presentation standards. They will have experience in customer service, managing or supervising a team, have confidence in dealing with challenging situations and an ability to work effectively in a pleasant manner with a wide range of visitors and staff. We are looking for people who will be available to work at events, deal with contractors and use initiative to support in the absence of the Building Manager.. They will be a daily key holder and responsible for opening/closing the buildings whilst on shift.

- **The Theatre Building**
 - The purpose built, state of the art, flexible theatre space with a capacity of 279 seating and its associated technical spaces; Dressing rooms and private backstage areas; The main rehearsal room and green room; The Café and Bar and other public spaces.
- **The Hub Building**
 - A ground floor rehearsal room/cinema lounge: A café/bar: Two upper floors leased to a Performing arts training academy.
- **The Creative Studios**
 - 20 creative studios for creative businesses; A small rehearsal room.
- **The Estate Grounds**
 - The main courtyard; Carparks; Landscaped areas.

MAIN DUTIES AND RESPONSIBILITIES

Building Management

- Be responsible for the security of the building, act as a key holder and lock the building at the start or end of the day.
- Depending on the shift, the SDM are responsible for opening or closing the building, making sure everyone is out safely and setting the alarms.
- Ensure venue hire set up requirements are completed in advance, and provide additional support where possible.
- Ensure all buildings and the wider campus is in a clean and tidy condition.
- Where possible, resolve any building issues and report any building maintenance or repairs to the Admin & Building Manager.
- Supporting the Admin & Building Manager in organising and overseeing regular tests of the fire alarm, fire exits and fire safety equipment, overseeing effective training in fire and evacuation procedures across the site.
- Ensure that the BGAC's buildings and working environments comply with Health and 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 and IT.

Event Management

- To liaise with performing companies and artists about their performance requirements and schedules e.g. start times and interval times.
- Oversee the smooth running of events and performances, ensuring they are safe, run to schedule and are an enjoyable experience for visitors.
- Liaise with all departments, including technical and catering teams are operating smoothly and efficiently.
- To manage a team of Ushers to greet visitors in a polite and enthusiastic manner. Supervise the team in monitoring audience flow through the buildings and into performances spaces, paying attention to the needs of visitors at all times.
- Oversee and support the box office staff as they complete ticketing transactions, customer service enquiries and adhere to operational policies.
- To support the box office function; sell tickets (Spektrix) for events and workshops to the public and provide an efficient and high level of service.
- Complete venue checks to ensure the safety of the venue, visitors, and evacuation routes are clear.
- 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.

Customer Service

- To give visitors accurate information, correct directions and effective assistance and help as required in all parts of the Centre.
- Support visitors with access needs, and assist them with access to lift facilities, and with movement in and out of the performance spaces.

Health & Safety

- Ensure the Health and Safety for visitors, staff and artists is maintained at all times and that the BGAC's buildings and working environments comply with Health and Safety policies.
- Act as a qualified first aider on behalf of the organisation and ensure First Aid records are kept up to date.
- Be knowledgeable and confident on evacuation procedures, and ensure all staff are briefed and trained in case of an evacuation.
- Lead on the evacuation procedure during events, or in during standard operation mode.
- To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself, and to take action as appropriate.

Administration & Finance

- Oversee financial transactions are being completed accurately and in accordance with the cash handling policy.
- Complete end of shift financial reconciliations and alerting staff to inconsistencies and errors.
- Maximise sales, promote cross-selling and up-selling opportunities to visitors for services across the organisation.
- To contribute to the administration of the department, ensuring information is up-to-date and well organised.
- To support with basic admin and finance on non-event shifts, including data entry, research and email management.

Other

- Attend staff meetings, training sessions and other events, which may take place outside normal working hours.
- Adhere to, and actively contribute to, BGAC policies, including Equalities (including diversity, access, and equal opportunities), Environmental and Health & Safety.
- Any other duties as may be reasonably required.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.

PERSON SPECIFICATION

The Bernie Grant Arts Centre has a small team of highly skilled and committed people. All staff members are expected to contribute as appropriate to the Company's success and engage in the life of the Company and the building.

Essential requirements:

- Experience in duty management in an arts centre, cinema or community environment.
- Previous experience of managing/supervising ushers, box office or facilities staff.
- Good demonstrable knowledge of customer service principles, with an understanding of customer expectations and how these can be met.
- Experience in dealing with difficult customers and resolving customer complaints
- Knowledge and understanding of Health and Safety in a Public building.
- Demonstrated ability to accurately complete financial transactions and payments
- The ability to recognize the importance of presentation, 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 ability to communicate effectively to a wide range of people within and outside the organisation
- An ability to work calmly and efficiently under pressure, either on your own initiative or as part of a team.
- Good timekeeping with the ability to work flexible shifts, weekends and evenings on a consistent reliable basis.

Desirable

- A valid first aid at work certificate
- Fire Marshall qualifications
- An interest in the arts - In particular Black, Black British and diverse arts
- Lives within the area or has a local commute

TERMS OF EMPLOYMENT

Pay: £15.00 per hour

Period of contract: Freelance agreement (Self-employed/Casual - Please note that you would be expected to submit your own self-assessment and pay any tax directly to HMRC for any hours worked)

Notice Period: One week

Hours:

On a casual rota basis, shifts will vary from 7am to 11pm with later finishes for get outs. Evening and weekend work will be required.