

Duty Manager Job Description

CONTRACT:	Permanent
RATE OF PAY:	£27,000
HOURS:	Annualised Hours, Full Time
LOCATION:	Cunard Building, Liverpool
REPORTING TO:	Visitor Experience and Ticketing Manager

General Purpose

Reporting to the Visitor Experience and Ticketing Manager, the Duty Manager will assist in the successful delivery of our visitor attraction & events programme. As Duty Manager you will be responsible for the smooth operation of all activities relating to Front-of-House areas and be responsible for the Health and Safety of members of the public and staff.

Main Job Tasks and Responsibilities

- Within the Duty Management function, you will be responsible for overseeing all daily operations within the venue, to include but not limited to:
 - Pre-opening checks
 - Technical support and understanding of trouble shooting.
 - Daily briefings
 - Supervision of the front of house crew, including café and retail areas and booking agent, ensuring delivery of excellent guest service levels at all times
 - Daily attention to the Gibson Interactive Studio ensuring working visitor stations
 - Covering crew lunch breaks, if necessary, to ensure guest service levels remain consistent throughout the day
 - General guest interaction
 - Complaint handling
 - Incident management
 - Health & Safety including evacuation strategy, fire call-point and emergency lighting testing
 - Daily debrief
 - Cleanliness of the museum
 - Stock management, including ordering of retail and café stock and supplies
 - Daily cashing-up procedures
 - Closing checks
- To assist the Visitor Experience and Ticketing Manager as required in the day-to-day scheduling of the VE Team, including monthly rotas and daily rotations.
- To assist on all access issues, including disability and equality of access
- Administration duties including writing daily briefs, debriefs, cashing-up paperwork, supplying income reports, responding to guest feedback etc.
- To carry out any other duties as required in line with the operation of the Visitor Experience.

The above reflects the main elements associated with this position. It is not intended to be exclusive or exhaustive.

Criteria For Role

- Applicants must have a minimum of 2 years' supervisory experience or proven themselves within the organisation, operation and administration of venues or events.
- Applicants will be expected to demonstrate specific examples of the aspects of such experience including events/duty management, administration and front of house administration
- First Aid Qualification (desirable)
- Customer Service Training (desirable)

Other Skills / Abilities

- The ability to communicate effectively at all levels.
- A genuine enthusiasm to promote British Music
- The ability to work within a team or on their own initiative
- Technical and music background (desirable)

Key Competencies

- Time management and organisational skills essential
- Good communication skills
- Adaptable approach to work