***Application Pack – Duty Manager***

***Young people are the life force of Pegasus.***

From our theatre base in the heart of east Oxford we provide the inspiration for journeys filled with creative opportunity, aspiration and imagination. Through listening and responding to the needs, ideas and energy of all those who find a home within it, Pegasus is a pioneering force creating the present, challenging and changing the future and making an enduring impact on the vitality of the performing arts locally, regionally and nationally.

Pegasus has an excellent track-record of creating inspiring and high-quality projects which engage children and young people from a diverse range of ethnic, social and economic backgrounds.  We actively reach out, through our inclusion programme, to those who are most excluded and vulnerable within society.  The depth of our approach means the impact of what we achieve through our work is far-reaching and long-lasting. Our programme of activity integrates our creative learning opportunities, with the work we produce and the work we bring to Pegasus for children and young people to experience.

We believe passionately that young people are the change-makers of the future and our planning process places their voice and decision making at the heart of the organisation.

Pegasus Theatre Trust is a company limited by guarantee and a registered charity, governed by a Board of Trustees. We are an Arts Council, England National Portfolio Organisation and receive funding from Oxford City Council. Income in the 19/20 financial year was just under £650,000 generated through a mix of grants, ticket sales, trading activity, donations and sponsorship.

**The application form and diversity monitoring form are included in this document (pages 5 -8)**

The application form is an important part of the selection process. To ensure fairness to all applicants any decision to short list you for interview will be based solely on the information you supply on your application form.  Ensure you read the job description and selection criteria before you start to complete the form.  It is important you give as much information as relevant regarding why you wish to apply and what makes you a suitable applicant.  Applications in the form of CVs will not be considered: please do not attach CV, references or educational certificates to your application form.

If you have any difficulty completing this form, please do let us know and we will arrange an alternative means of application with you.  Completed applications should be **emailed to**: admin@pegasustheatre.org.uk.  Please make sure your monitoring form is on a separate page/s from the rest of your application form (especially if you PDF it) before you email it, so we can remove it before shortlisting.

Closing date for applications is: **5pm Thursday 14 January 2021.**

Interviews will be held via Zoom: **On Thursday 21 January 2021.**

**Duty Managers**

**Job Purpose**

Duty Managers are the key position reporting to the Front of House Manager, responsible across all elements of our front of house operation for the welcome, service, and safety of all people using, visiting and working at Pegasus. Duty Managers work on a shift system over six days of operation to cover: student registrations, course administration, course support, online ticket sales, management of live and on-line show activity and general building operation and maintenance. This wide-ranging role also *provides in-class support to Pegasus's participation programme by assisting the delivery of our afterschool classes.*

**Key Objectives**

* Provide friendly, informed access to our entire front of house services; ticket sales, café, performances, creative learning activities, general enquires and facilities.
* Increase the frequency and levels of interaction with both live and on-line audiences, users and partners by providing exceptional facilities and services that are responsive to need, demonstrating our value and engaging customer loyalty.
* Actively promote the activity and achievements of Pegasus, championing our programme with the local community, wider city, regionally and nationally.

**Employment Terms**

Remuneration £17,500 - £18,500 pa (starting salary dependent on experience)

Hours Full time **37 hours** a week

Probationary period     6 months

Annual Leave               25 days holiday plus 8 designated bank holidays per annum (pro rata)

Pension  A workplace pension scheme is operated by Pegasus Theatre Trust through NEST with an employer contribution of 4% and an employee contribution of 4%

**Organisational Relationship and Accountability**

Responsible to Front of House Manager

Work closely with Pegasus has a small core staff team; the post-holder will need to work closely across all staff teams to undertake the duties required, particularly with the front of house manager and other duty managers.

Line management No line management is required.

**Job Description**

**Principle Duties**

**Implementation and Delivery**

Working with the Front of House Manager to provide friendly, informed access to our entire front of house operation, ensuring exceptional facilities and service are offered that are responsive to need, demonstrate our value and engage customer loyalty.

Undertake the opening and closing of the building and facilitate the day-to-day operation and activity; ensuring a safe environment and fully functioning facilities during operating hours, resolving immediate emergency, first aid, security or licensing issues and identifying and referring as appropriate potential issues that require attention.

Undertake the house management of shows, courses and events; liaising with performers, technicians, facilitators, audience and participants, welcoming and communicating necessary information, preparing, supervising and managing spaces and time to ensure efficient and effective delivery of the activity.

Undertake the sale and issue of tickets for our programme of activity through our Ticketsolve box office system: correctly taking bookings and payments by phone; accurately reconciling daily taking and floats, capturing appropriate audience data for marketing and audience development purposes whilst maintaining compliance with data protection regulations.

Provide in-class support to our participation programme by assisting participants to learn, develop and have fun: Run and maintain the safe space we provide for participants; register participants on arrival and report weekly feedback; assist in behaviour management, learning progression and the evaluation process under the direction of the lead tutor and creative learning department and through active participation in the class; report pastoral or safeguarding concerns to the creative learning team or designated safeguarding lead.

When the business dictates, serve customers hot and cold beverages, correctly handle all cash and card transactions; accurately reconcile daily takings and float; maintain stock rotation and manage wastage effectively adhering to food hygiene procedures; ensure the café and kitchen is well presented, clean and clear at all times.

Assist with the maintenance of the building and facilities including dealing with contractors attending site for planned maintenance and service visits and undertaking basic day to day tidy/cleaning/laundry and maintenance/repairs. During dark weeks undertake planned schedules if upkeep and maintenance as directed.

Maintain an up-to-date informed knowledge of all programmed activity in order to assist the marketing and promotion of all Pegasus’s activity, ensure front of house displays and information are updated in a timely and appropriate manner.

**Monitoring**

Work within the Front of House team to ensure the accurate and consistent capture of Pegasus’s audience and sales data, monitoring the Box Office’s data capture procedures to maintain consistent, clean data and adherence to current Data Protection Laws and General Data Protection Regulations.

Generate as directed accurate data reports, sales figures, audience analysis and campaign monitoring which support the development of innovative marketing campaigns, audience development and accurate reporting to stakeholders.

Work with the Marketing Officer to ensure consistent and meaningful capture of audience and participants’ feedback and qualitative responses to our activity and service are collated and analysed to inform audience development and business planning.

Monitoring and analysing stock levels, sales, customer feedback and GPs in order to adapt and maximise and earning potential of our trading activity.

**Development**

Contribute informed, imaginative ideas and solutions to ongoing strategy and business planning discussions in line with the theatre’s policy and consultative practice.

Actively contribute to team meetings and undertake relevant development and training opportunities agreed with you line manager for your professional development.

**General**

To undertake any other duties to this post as reasonably required.

To carry out the duties of this post in accordance with Pegasus Theatre’s policies including: Diversity & Equal opportunities, Access, Employment, Health and Safety and Inclusion.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed with the post holder annually or at significant points for the organisation.

**Selection Criteria**

**Essential**

* 12 months+ previous experience working in customer service focused role.
* Excellent personal presentation skills with the ability to communicate ideas and information effectively to a wide range of people.
* A resourceful attitude combined with the ingenuity and creative skills to identify and resolve issues and problems.
* A commitment to providing excellent service with enthusiasm and a positive can-do attitude
* Attention to detail, with a methodical approach to administrative tasks
* Proven ability to work independently and as a part of a team
* A commitment to equality and diversity and providing opportunities for children and young people
* Working knowledge of Microsoft Office software

**Desirable**

* Knowledge of Ticketing or Customer Management systems
* Previous experience reconciling takings and cash
* First Aid at Work qualification
* Food Hygiene qualification
* Knowledge of GDPR and other data protection legislation
* Previous experience of emergency and fire procedure in a public building

**Pegasus Theatre – Application Form**

(Private & Confidential)

Application for the position of **Duty Manager (January 2021)**

*Please read the job description and selection criteria before you complete this application form. Type to complete and ensure you check and are happy with the print format before you email it in.*

**Personal Information**

|  |  |
| --- | --- |
| **First name:** | **Address:** |
| **Surname:** |  |
| **Email:** |  |
| **Contact Tel/Mobile:** |  |

**Employment history:**

*Please list, starting with your current or most recent employer. Insert rows as necessary.*

***Do not attach a CV*.**

|  |  |  |
| --- | --- | --- |
| **Employer:** *name and address &**dates of employment* | **Position held and main duties & responsibilities** | **Reason for and salary on leaving** |
|  |  |  |
|  |  |  |

**Please include details of any voluntary work you have undertaken below:**

**Education**

*Please list formal education undertaken. Insert rows as necessary.*

|  |  |
| --- | --- |
| **School /College/University***name and address &**dates attended* | **Qualifications obtained; exams passed (including grades)** |
|  |  |

**Vocational, professional or other relevant training & qualifications**

*Please include membership of professional bodies if relevant.*

**Reason for applying**

*Please take this opportunity to tell us why your skills, experience and knowledge fit this role with reference to the essential and desirable criteria. (No more than 2,500 words)*

**References**

*Please give details of two referees. If you are (or have recently been) employed one should normally be your current (or last) employer.*

**Referee One**

|  |  |
| --- | --- |
| Name: | Title: |
| Address: |
| Email: | Contact/Mobile no: |
| Relationship: |  |
| May we contact this reference at any point in the recruitment process? Yes/No |

**Referee Two**

|  |  |
| --- | --- |
| Name: | Title: |
| Address: |
| Email: | Contact/Mobile no: |
| Relationship: |  |
| May we contact this reference at any point in the recruitment process? Yes/No |

**Additional Information**

**Disclosure Checks**

All posts at Pegasus are subject to the regulations relating to persons with substantial access to young people and are subject to a Basic Disclosure check. This check will require you to declare any unspent convictions. Offers for roles working with vulnerable groups will be subject to a satisfactory Enhanced Disclosure and Barring Service check. Where this is required, it will be stated clearly in the job/role description. Where roles have been identified as requiring an Enhanced Disclosure, you will be asked to declare all convictions, cautions, reprimands or final warnings that are not “protected” as defined by the Rehabilitation of Offenders Act (Exceptions) Order 1975 (as amended in 2013). Guidance on completing an Enhanced Disclosure and Barring Service check and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website. If you would like further support and advice on completing an Enhanced Disclosure and Barring Service check, the following external organisations provide trusted information and advice services for people with convictions: NACRO (www.nacro.org.uk) and Unlock ([www.unlock.org.uk](http://www.unlock.org.uk))

**Legal right to work**

We are required to check that anyone working with us has the legal right to work in the UK. All successful applicants will be asked to provide us with documentary evidence that they are legally entitled to work in the UK Under the Immigration, Asylum and Nationality Act 2006, prior to commencing their new role.

**Data protection and privacy**

Personal information provided by you as part of your application will be used for the purposes of carrying out our recruitment and selection process. Information provided by you in the Diversity Monitoring Form will be used to monitor Pegasus’s diversity policies and practices. Any diversity data retained for monitoring purposes is completely anonymised, so no individual is identifiable.

Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment and selection process. Once this process is completed the data relating to unsuccessful applicants will be stored for a maximum of six months. The only exceptions to this is personal information relating to applications for positions where an appointment has been made from outside of the UK where we may be required to retain your applicant information for a longer period to comply with UK Visa and Immigration regulations. If you are the successful candidate, your application will be retained and will form the basis of your personal staff record. This data will be retained in line with our staff data retention policy.

**Are you related to any member of the Pegasus staff team or trustees?**

Failure to disclose such a relationship will lead to disqualification, as will canvassing in connection with the appointment.

**If appointed, when could you start?**

Please give your period of notice in your present post if applicable

***I certify that the information I have provided on this application form is correct***

**Signed: Date**

**Diversity Monitoring Recruitment: Duty Manager Jan 2021**

*We are required to collect and collate diversity information to monitor our own recruitment and employment policies and to meet reporting requirements of our key funders. This information is used for monitoring purposes only and this section of the form is removed from your identifying details. Records are used to establish whether any group is over or underrepresented in certain areas.*

*Thank you for taking the time to complete and return this form*

How did you find out about this post?

**Gender**

Male 🗆 Female 🗆 Transgender 🗆 Intersex 🗆 Non-binary 🗆

If you prefer to use your own term, please specify here:

Prefer not to say 🗆

**Age**

0-18 🗆 19-24 🗆 25-34 🗆 35-44 🗆 45-54 🗆 55-64 🗆 65-74 🗆

Prefer not to say 🗆

**Sexual orientation**

Heterosexual 🗆 Gay woman/lesbian 🗆 Gay man 🗆 Bisexual 🗆

Prefer not to say 🗆

**Ethnic origin** is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

**White**

English 🗆 Welsh 🗆 Scottish 🗆 Northern Irish 🗆 Irish 🗆

British 🗆 Gypsy or Irish Traveller 🗆

Any other white background, please write in:

Prefer not to say 🗆

**Mixed/multiple ethnic groups**

White and Black Caribbean 🗆 White and Black African 🗆 White and Asian 🗆

Any other mixed background, please write in:

Prefer not to say 🗆

**Asian/Asian British**

Indian 🗆 Pakistani 🗆 Bangladeshi 🗆 Chinese 🗆

Any other Asian background, please write in:

Prefer not to say 🗆

**Black/ African/ Caribbean/ Black British**

African 🗆 Caribbean 🗆

Any other Black/African/Caribbean background, please write in:

Prefer not to say 🗆

**Another ethnic group**

Arab 🗆

Any other ethnic group, please write in:

Prefer not to say 🗆

**Do you consider yourself to have a disability or health condition?**

Yes🗆 No 🗆

The information in this form is for monitoring purposes only. If you believe you need a ‘reasonable adjustment’ then please discuss this if you are invited to interview. If you require any arrangements to facilitate an interview, please **let us know** what these are **when we invite you to interview**