



## JOB DESCRIPTION

House Manager

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**Responsible to:** Head of Operations

**Responsible for:** Customer Experience Volunteers

**Job purpose:** To manage the day to day activities of the Arts Centre and Theatre, ensuring high levels of customer service; health and safety; security and buildings maintenance.

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### **SOUTH HILL PARK ARTS CENTRE AND THEATRE**

Located in a beautiful eighteenth century Mansion house and grounds, South Hill Park is a unique and highly regarded arts centre and theatre, providing a rich mix of arts performances and activities. The venue is also the new official home for Bracknell Forest wedding ceremonies and offers a variety of opportunities for corporate or private events and hospitality such as wedding receptions, parties and conferencing. South Hill Park works in partnership with contract caterer Peas & Carrots Ltd to provide a quality in-house service. In 2019, the Mansion opened its newest function room, the Coach House a purpose built events space for all occasions.

A producing and presenting venue: music, theatre, comedy and dance, South Hill Park attracts leading professional producers, artists and local groups to form an annual performing arts programme augmented by our hugely popular in-house community productions. From life drawing classes to dance master classes, there is also an extensive range of workshops in almost everything artistic. The venue boasts two theatres, music and comedy cellar, recital room, craft workshops, three visual arts exhibition spaces and a cinema.

In the summer the grounds and buildings are taken over by a number of festivals and outdoor events – an opportunity to enjoy popular music, Shakespeare, and children's theatre in a beautifully restored, award-winning English garden. South Hill Park produces its own Christmas pantomime and large-scale in-house Easter, October and February productions.

South Hill Park is run by an independent trust registered as a charity and is part-funded by Bracknell Forest Borough Council and Bracknell Town Council, with project support from Arts Council England and a number of trusts and foundations.

South Hill Park is a creative and vibrant place to visit and work. The staff, Board of Trustees and visitors are fiercely proud of the work and activity that takes place in the Arts Centre and passionate about the role it plays within our community – **together we inspire and enrich lives.**

### **JOB DESCRIPTION – GENERAL**

This essential role facilitates and enables the many varied activities within South Hill Park Arts Centre. Liaising with the Head of Operations and the Senior Leadership team you will ensure a can do and proactive approach to the many challenges presented by a busy Arts Centre. You will work closely with the third party catering team and offer appropriate levels of support and advice to ensure an efficient and commercially thriving catering and events offer, from the Atrium Restaurant and Bar to weddings and Wilde Theatre food, drink and merchandise sales.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To implement the day to day smooth running of the centre's operations and activities;
  - To implement high levels of front of house customer service and security;
  - To be the key point of contact and a source of information and assistance for visiting companies, customers, staff and contractors;
  - To uphold the conditions of all licenses and legislation including the operating schedule of the Premises License, insurance schedules and child protection;
  - To follow health and safety procedures, ensuring the wellbeing and comfort of staff and all users;
  - To line manage the duty managers and supervise the Customer Experience Volunteers, and provide full training.
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## **JOB DESCRIPTION – SPECIFIC**

The House Manager will:

- Ensure that courses, functions and events are set up throughout the buildings and grounds;
- Line manage the Customer Experience Volunteers during their shifts;
- Ensure all performances and events are appropriately staffed;
- Ensure all volunteers and part-time staff who work on public events and activities are fully briefed as to their duties and in the procedures for emergency evacuation;
- Assist as required with the Customer Experience Volunteer training and induction sessions;
- Ensure compliance with all health and safety, environmental, fire and license regulations throughout the site.
- Act as Fire Officer, responsible for safe evacuation of customers, staff and contractors when on shift.
- Act as primary first aider whilst on shift.
- Observe and communicate all fire, evacuation, safety and first aid procedures for the proper care of the general public and the staff in the building.
- Ensure compliance with the various acts of legislation that form the premises licence, as well as occasional licences as and when appropriate, including Sex, Race and Disability discrimination and Public Order.
- Ensure all public areas in view of the public within South Hill Park are clear and presentable at all times.
- Be conversant, in advance, with the diary of events and activities and ensure correct furniture, equipment and signage for events and activities is provided and set up correctly by the deadlines required;

- Monitor the work of outside agencies and contractors as and when necessary. Ensure all contractors sign in upon arrival and make sure they are aware of emergency action procedures and any work permit procedures;
- To act as an Energy Warden on shift to help reduce energy costs throughout the site;
- Communicate effectively with colleagues to ensure appropriate handovers.

### **Customer Care**

- Be the first point of contact for all users of the building, dealing with any issues or problems that arise in a professional manner.
- When required, liaise with various artists, companies and promoters, conference and function clients to ensure that all fees are paid for.
- Supervise audiences and visitors ensuring safety standards are maintained and that the building is accessible and welcoming to all users.
- Monitor the appearance of the building and facilities and the levels of service, including cleanliness and take appropriate action to ensure standards are maintained.
- Meet and greet customers as they arrive and be visible at the end of events for comments (subject to availability).
- Supervise front of house arrangements and ensure that each public venue is properly stewarded and that events start and finish at the advertised times.
- Handle all customer incidents and complaints and take remedial action as appropriate and in line with South Hill Park policies, including the keeping of proper records of complaints, incidences and first aid treatments.
- Ensure the best possible personal presentation including the wearing of uniform and a name badge where required.

### **Security**

- Oversee the security of the building and ensure doors are locked and opened when appropriate.
- Supervise the security staff.
- Oversee customer safety and security.
- Work jointly with our catering contractor "Peas and Carrots" to oversee security and safety in catering areas.
- Whilst ensuring personal safety, utilise South Hill Park's right of admission to challenge persons who are abusive, children (unaccompanied) or those contravening our licence and to take decisive action to ban aggressive and abusive customers from the premises.
- Assume responsibility for calling in and liaising with the police and other emergency services on behalf of South Hill Park Trust Ltd.
- Act as key holder and attend the site at the request of the emergency or call-out services.

- Account for the sale of artist's merchandise and programmes.
- Manage floats and be accountable for securing takings.

### **Relationships**

The House Manager will maintain good professional relationships with:

- Staff, customers, artists and visiting companies, tutors, volunteers, contractors and members of the Boards of South Hill Park;
- All staff working for and with the franchised catering and hospitality company (Peas and Carrots);
- All other individuals and organisations with whom South Hill Park seeks to work.

### **Health and Safety**

It is the responsibility of the House Manager to:

- Take reasonable care for the health and safety of him/herself and others who may be affected by his or her acts or omissions;
- Use protective equipment provided and follow safety instructions given;
- Ensure that other staff follow South Hill Park's Health and Safety Policy or related procedures;
- Not interfere with, or misuse anything provided in the interest of health and safety;
- Manage and report any danger, defect, accident or near miss to the Operations Manager;
- Follow procedures for fire, first aid, hazardous substances, security and the use of equipment.

### **General**

- Represent South Hill Park as an ambassador for the organisation at press nights, performances, meetings and events;
- Undertake any other duties as may be reasonably requested by the Executive Director;
- Follow and adhere to all health and safety procedures and policy.

### **Relationships**

Maintain good professional relationships with:

- Staff, tutors, volunteers and members of the Board of South Hill Park;
- Bracknell Forest Borough registrars and the caterers who operate within the Mansion
- The officers and members of Bracknell Forest Borough Council, Bracknell Town Council and Parish Councils;
- Relevant arts organisations, associations and professional bodies;
- All other individuals and organisations with whom South Hill Park seeks to work.

## PERSON SPECIFICATION

	<b>Essential</b>	<b>Desirable</b>
<b>Education</b>	<ul style="list-style-type: none"> <li>• A good level of education</li> </ul>	<ul style="list-style-type: none"> <li>• A' Level or FE equivalent</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Creating and/or implementing strategy</li> <li>• Leadership/managerial experience</li> <li>• Managing a team</li> <li>• Working in a building facilities/operations team</li> <li>• Experience in areas of; health and safety, fire and security</li> <li>• Managing budgets</li> <li>• Meeting/monitoring targets</li> <li>• Computer literate (Microsoft Office: word, excel, outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• Building maintenance</li> <li>• Working for other arts/leisure facilities</li> <li>• Supervising large scale events</li> <li>• Knowledge of technical theatre operations</li> <li>• First Aid/Fire Warden training</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Proactive and enthusiastic approach</li> <li>• Results driven</li> <li>• Accuracy and attention to detail</li> <li>• Team player – works well with others</li> <li>• Calm under pressure</li> <li>• Well organised and good administration skills</li> <li>• A good communicator</li> <li>• Able to attend occasional evening and weekend events</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in the visual and performing arts</li> <li>• A clean driving licence and own car</li> </ul>

## CONDITIONS OF EMPLOYMENT

**Salary:** £20,425.60 per annum based on a 40-hour week

**Normal hours:** Operate on a 4 weekly rota consisting of daytime, evenings, weekends and bank holidays as required.

**Holiday:** 29 days paid annual leave including Bank Holidays.

**Pension:** Enrolment into South Hill Park's workplace pension scheme.

This post carries a probationary period of two months, during which time the notice period required by either party is two months. Subsequent to a satisfactory review, the notice period is increased to two months.

## EQUAL OPPORTUNITIES

South Hill Park aims to be an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**TO APPLY:**

Please complete the application and equal opportunity forms and submit by **5pm Friday 16<sup>th</sup> August**

Interviews will be held **21<sup>st</sup> August 2019**

Send completed applications to: Faye Tims, Office Manager  
South Hill Park, Ringmead, Bracknell, RG12 7PA

Or email: [faye.tims@southhillpark.org.uk](mailto:faye.tims@southhillpark.org.uk)