



JOB DESCRIPTION

House Manager

Responsible to: Director of Operations

Responsible for: Front of House Volunteers

Job purpose: As a member of the operations team, manage the day to day running of the Arts Centre and Theatre, ensuring high levels of customer service; health and safety; security and cleanliness.

SOUTH HILL PARK BERKSHIRE'S CENTRE FOR THE ARTS, BUSINESS AND COMMUNITY

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

The team consists of: Director of Operations; Senior House Manager; House Managers; Maintenance Co-ordinator; Janitors; Cleaners and the Front of House Volunteers. The operations team is responsible for the day to day running of the facilities at South Hill Park, including; venue/room set up; health and safety; security; performance duty management; buildings maintenance; cleaning and the customer experience. The house management team works closely with a third party catering company offering appropriate levels of support and advice to ensure an efficient and commercially thriving catering and events offer, from the Atrium Restaurant and Bar to wedding receptions and Wilde Theatre food, drink and merchandise sales.

MAIN DUTIES AND RESPONSIBILITIES

- To implement the day to day smooth running of the Arts 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 ensure high levels of health and safety, wellbeing and comfort of all staff and users;
 - To supervise the front of house volunteers, providing training as required.
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JOB DESCRIPTION – SPECIFIC

The House Manager will:

Duty Management responsibilities

- Ensure day to day compliance of all health and safety, environmental, fire and license regulations, including evacuation procedures and first aid;
- Act as Fire Officer, responsible for the safe evacuation of customers, staff and contractors;
- Be conversant, in advance, with the diary of events and activities, eg. courses and workshops, to ensure correct furniture, equipment and signage 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;
- Act as an Energy Warden to help reduce energy costs throughout the site;
- Be the first point of contact for all users of the building, dealing with any issues or problems in a professional manner in liaison with the box office and technical teams where required;
- Supervise audiences and visitors ensuring safety standards are maintained and that the building is accessible and welcoming to all users;
- Supervise front of house arrangements, ensuring each public venue is properly staffed/covered and that events start and finish at the advertised times;
- Ensure all volunteers and part-time staff who work on public events and activities are fully briefed on their duties and procedures for emergency evacuation;
- In public areas, ensure compliance of the various acts of legislation that form the premises licence, including: sex, race and disability discrimination, child protection and public order;
- As required, liaise with artists, companies, promoters and conference/function clients.
- 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, incidents and first aid treatments;

- Oversee staff and customer safety and security, ensuring doors are locked and opened when appropriate;
- Liaise with the external security team;
- Whilst ensuring personal safety, utilise South Hill Park's right of admission to challenge persons who are abusive, unaccompanied children or those contravening our licence and take decisive action;
- Assume responsibility for calling and liaising with the police and other emergency services on behalf of South Hill Park Trust Ltd;
- Maximise the sale of South Hill Park programmes, merchandise and all relevant ancillary items to meet budgeted targets and account for the sale of artist's/visiting company's merchandise and programmes;
- Manage floats and be accountable for securing takings;
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.

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 Director of Operations;
- 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

	Essential	Desirable
Education	<ul style="list-style-type: none"> • A good level of education 	<ul style="list-style-type: none"> • A' Level or FE equivalent
Skills & Knowledge	<ul style="list-style-type: none"> • Managerial experience • Working in a building facilities/ operations team • Experience in areas of; health and safety, fire and security • Excellent customer care skills • Meeting/monitoring targets 	<ul style="list-style-type: none"> • Building maintenance • Working for other arts/leisure facilities • Supervising large scale events • First Aid/Fire Warden training

	<ul style="list-style-type: none"> • Experience handling money • Computer literate (Microsoft Office: word, excel, outlook) 	<ul style="list-style-type: none"> • Working with volunteers
Personal Qualities	<ul style="list-style-type: none"> • Proactive and enthusiastic approach • Results driven • Accuracy and attention to detail • Team player – works well with others • Calm under pressure • Well organised and good administration skills • A good communicator • Flexible • Able to work evenings and weekends 	<ul style="list-style-type: none"> • Interest in the visual and performing arts • A clean driving licence and own car

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.

CONDITIONS OF EMPLOYMENT

Salary: £20,834 per annum (based on 40hrs per week including paid meal breaks)

Hours: Operates on a 4 weekly rota consisting of daytime, evenings, weekends and bank holidays as required.

Holiday: 29 days paid annual leave, (including Public and Bank Holidays) increasing to 34 days after five years continuous service.

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

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

TO APPLY:

Please complete the application and equal opportunity forms and submit by **12 noon Monday 19 July 2021**.

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

Or email: faye.tims@southhillpark.org.uk