



Deputy Theatre Manager
Job Description
May 2023

JOB TITLE:	Deputy Theatre Manager
Responsible to:	Theatre Manager and Managing Director
Responsible for:	Cover duty managers, front of house team, fire officer and stage door staff
HOURS:	40 hours a week over five days: day, evening and weekend shifts Overtime as operationally required
PAY:	£16.83 per hour/£673.20 per week

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The Criterion Theatre Trust welcomes thousands of visitors each year to the productions we host, as well as to a variety of other events including showcases, workshops and readings.

The Theatre Manager and Deputy Theatre Manager are responsible for the smooth running of the theatre during all performance times, ensuring that our customers, company, and other theatre users experience a safe, pleasant and enjoyable visit to The Criterion.

In so doing they will:

- Ensure safe working practices are adhered to at all times.
- Ensure the highest standards of customer care at all times.
- Comply with all company policies and codes of practice.
- Comply with Health & Safety and Licensing regulations.

You will be a confident individual with excellent communication skills. You will be able to work calmly under pressure, work with the public in a welcoming and engaging manner, manage a motivated team and be able to make prompt decisions in complex situations.



The majority of the Deputy Theatre Manager hours are based around front of house duties. This includes all of the administration required to be able to run the front of house operation smoothly and a big emphasis on duty management.

Duty Management

- To investigate any fire panel activation and proceed accordingly.
- Ability to run an evacuation of the building safely and efficiently
- Lead regular fire evacuation drills with the front of house staff and building staff
- Lead annual live evacuation drills with audience members
- Manage evacuating of the building if situation occurred
- Assist the TM to ensure all staff are operating best practice with regards the security of the building
- Along with the TM to attend regular security briefings within our business district
- Assist the TM with the recruitment, training, and management of security staff.
- Assist the TM with the recruitment, training, and management of the Fire Officer team.
- To undertake Fire Officer training and cover as and when required.
- To act as a First Aider as and when required.
- To ensure that all licensing regulations are being met
- To ensure the highest standards of building hygiene are met at all times

Customer Service

- To ensure the highest standards of customer care at all times from all staff
- To be able to resolve customer issues quickly, efficiently and empathetically
- Along with the TM to lead customer service training.
- To be aware of and able to assist with any access requirements of our staff and patrons.
- Along with the TM to ensure that all staff are trained in providing the best care for any patrons with additional needs or access requirements.

Staff Management

- To assist the TM with the recruitment and training of Front of House and Stage Door staff.
- To assist the TM with the completion of accurate time sheets for the Front of House and Stage Door departments.
- To assist the TM with undertaking appraisals, probation reviews, disciplinary hearings, grievance hearings, return to work meetings as and when required.
- To ensure accurate recording, monitoring and cover for holiday for both Front of House and Stage Door departments.
- To ensure the staff rota is circulated to all team members with appropriate notice of any changes to shifts.



Cash Management

- Accurate recording of daily takings on the EPOS system
- Accurate banking of daily monies for Front of House and Box Office departments
- Ensuring all cash is secure within the building at all times.
- Ensure regular safe checks are completed

Stock Management

- Along with the TM to ensure weekly stock takes are completed and any variances investigated promptly.
- Ensure stock orders are placed in advance and with correct levels ordered weekly.
- Ensure the accurate recording of any wastage or complimentary stock on the EPOS system.

Sales

- To ensure the Front of House department meets the SPH targets
- To understand and manage the CrowdEngage system, including ensuring all sales are reconciled each day.
- To work with TM to look at new technologies that can enable increased sales opportunities and improve the customer journey for our patrons.
- To ensure adequate equipment and stock available to the Front of House team to enable the shift to run smoothly
- With the TM to initiate promotions and incentives as and when appropriate.
- Along with the TM to be responsible for any production or Criterion merchandise, promoting for sale, regular stock taking and accurate reporting of sales.

Health & Safety

- To assist the TM with producing risk assessments and reviewing as and when required.
- To assist the TM with manual handling training for the building staff as and when required.
- To ensure prompt and accurate accident reporting and RIDDOR If required
- To undertake accident investigations as and when required
- To undertake building walk rounds with the Technical & Buildings Manager in the absence of the TM.

Stage Door

- To be fully trained on all aspects of Stage Door
- To cover Stage Door breaks as and when required
- To be confident with knowledge of fire panel.
- To assist the TM with the Stage Door rota.



Access Provision

Facilitation and development of access provision for audiences, employees and visiting companies

General

- Any other duties as may be reasonably required.
- To deputise for the Theatre Manager in their absence

Key Skills

Essential

- Personal Licence Holder
- Experience in supervisory/management position in a customer facing role
- Proven customer service experience
- Experience in resolving complex customer-based issues.
- Confident with public speaking
- First Aid trained

Desirable

- Food Hygiene Level 2
- Previous use of EPOS till systems.
- Fire Marshall trained
- Familiar with CrowdEngage

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