Theatr Mwldan
Duty Manager Job Description

The principal responsibility of a **Duty Manager** is to lead the Front of House team whilst on designated duty and manage all aspects of front of house operations associated with performances and other public events in the theatre, or at any time the general public is in the theatre. Whilst on duty s/he will have the responsibility and authority to deal with any unforeseen issues which require immediate attention in the absence of the appropriate manager (i.e. outside normal office hours). This may include issues relating to any other activity taking place in the theatre or studio. The Duty Manager is line managed by, and is directly responsible to, the House Manager. Responsibility for the Department overall lies with the Sales and Marketing Manager.

- Management of all Front of House events, staff and building operations whilst on duty
- Exercise the highest values of quality and consistency across all external and internal communications of the company, and the highest standards of customer care.
- Undertake day-to-day Management of the Bar - including stock checking and ordering, equipment maintenance and stocktaking.
- Provide Marketing support to the Marketing Manager.
- Provide Administration & Finance support to the General Manager.

Key Responsibilities

To process sales of tickets and provide customer services by phone, across the counter and through postal bookings for events.

To act as first point of contact on the phone or in person for members of the public, hirers, affiliated society officers, performers, contractors, suppliers, potential customers and any other visitors to the theatre.

To become knowledgeable about the way the company operates in order to refer enquiries to the appropriate member of staff.

To correctly operate the computerised Box Office system, and capture maximum patron details at point of purchase.

To reconcile daily takings with the computer print-out at the end of each shift, reporting any discrepancies to the relevant manager.

To follow up customer queries in order to resolve any problems.

To provide assistance with other routine box office and marketing functions as required.

Ensure that the venue delivers the highest standards of customer service, care and satisfaction at all times when on duty.

Take control of and supervise the venue, its events, and all staff and volunteers at all times when on duty.

Ensure compliance with all relevant licensing requirements and Theatr Mwldan's Health & Safety Policy and supporting documents at all times when on duty. To recognise and accept responsibility under these documents to the general public, visiting companies and artists, members of staff and volunteers.

Ensure security of the venue at all times when on duty and to supervise all venue security systems and measures.

Provide Box Office services and sales to customers using the computerised Box Office system.

Keep full and accurate records of all financial transactions and make every effort to ensure that all cash is kept secure at all times whilst on duty and within the venue's established system. Occasional responsibility for taking money to bank.

Supervise organisation of the venue's facilities in accordance with the requirements of programmed events (in liaison with other staff team members as appropriate).

To liaise with staff and visiting companies over front of house requirements for specific performances.

Liaise with projectionists, technical staff, other members of staff, cafe management and performers to ensure the smooth and efficient running of all performances.

To maintain a high profile in front of house at each performance; to supervise the opening of the house and see the audience in; to ensure that latecomers are dealt with appropriately; to be present front of house in the theatre during intervals; to see the house out and to ensure that theatre is secure.

To ensure that emergencies are dealt with in accordance with appropriate procedures.

To keep informed of all regulations affecting theatre management in his/her areas of responsibility and to liaise with other staff to ensure appropriate action is taken so that the theatre complies with these regulations.

Assist with general enquiries from members of the public, hirers, affiliated society officers, performers, contractors, suppliers and potential customers (in liaison with other staff team members) in such a manner as to ensure the efficient and profitable running of the theatre.

To keep informed of all relevant activities taking place in the theatre.

To attend occasional staff meetings and training sessions which may take place outside normal working hours.

Assist with supervision of the Gallery exhibitions as required.

Other

To undertake appropriate training as required by and agreed with the House Manager / Sales and Marketing Manager.

To undertake all such other tasks as may be necessary, from time to time, to ensure the efficient and profitable running of the business.

To maximise income and minimise expenditure in all areas of responsibility without loss of quality.

At all times to carry out responsibilities with regard to the company's various Policies and Plans, including, but not exclusively limited to, Business and Marketing Plans, Staff Handbook, Equal Opportunities Policy, Health and Safety Policy and Child Protection Policy.

At all times to display the highest standards of professionalism and excellence with regard to all aspects of the job requirements and the company's operations, and the highest standards of competency.

To accept the delegated responsibility and authority to deal with any emergency in the absence of the relevant manager.

MWLDAN

Disgrifiad Swydd
Rheolwr ar Ddyletswydd / Taflunydd ar Ddyletswydd

Prif gyfrifoldeb y Rheolwr ar Ddyletswydd yw arwain y tîm Blaen Tŷ tra ar ddyletswydd penodedig a rheoli pob agwedd o weithrediadau blaen tŷ sy'n gysylltiedig â pherfformiadau a digwyddiadau cyhoeddus eraill yn y theatr, neu ar unrhyw adeg y mae'r cyhoedd cyffredinol yn y theatr. Tra ar ddyletswydd, bydd gan y Rheolwr y cyfrifoldeb a'r awdurdod i ddelio ag unrhyw faterion annisgwyl sydd angen sylw ar unwaith yn absenoldeb y rheolwr priodol (hynny yw, y tu allan i oriau swyddfa arferol). Gall hyn gynnwys materion sy'n ymwneud ag unrhyw weithgaredd arall sy'n digwydd yn y theatr neu'r stiwdio. Mae'r Rheolwr ar Ddyletswydd yn cael ei reoli gan, ac yn uniongyrchol atebol i'r Rheolwr Tŷ. Mae'r cyfrifoldeb am yr Adran yn gyffredinol o dan ofal y Rheolwr Gwerthiant a Marchnata.

- Rheoli holl ddigwyddiadau blaen tŷ, staff ac adeiladau tra ar ddyletswydd
- Ymarfer y gwerthoedd uchaf o ran ansawdd a chysondeb ar draws holl gyfathrebu allanol a mewnol y cwmni, a'r safonau uchaf o ran gofal cwsmer.
- Rheoli'r Bar o ddydd i ddydd - gan gynnwys gwirio stoc ac archebu, cynnal a chadw offer a chyfrif stoc.
- Darparu cefnogaeth marchnata i'r Rheolwr Marchnata.
- Darparu cefnogaeth Gweinyddiaeth a Chyllid i'r Rheolwr Cyffredinol.
- Gweithredu fel Taflunydd Sinema ar ddyletswydd pan bennwyd ar rota gweithrediadau'r staff.

Cyfrifoldebau Allweddol

Gweithredu fel taflunydd sinema gan sicrhau ansawdd cyson cyflwyno yn unol â'r weithdrefn fel y cytunwyd arni gan y cwmni ar gyfer sgrinio ffilmiau. Ymgymryd â hyfforddiant digonol a sicrhau gwybodaeth sylfaenol dda o'r holl elfennau yn y ddogfen gweithdrefnau.

Prosesu gwerthiant tocynnau a darparu gwasanaethau i gwsmeriaid dros y ffôn, ar draws y cownter a thrwy archebion post ar gyfer digwyddiadau.

Gweithredu fel y pwynt cyswllt cyntaf ar y ffôn neu yn bersonol i aelodau'r cyhoedd, llogwyr, swyddogion cymdeithasau cysylltiedig, perfformwyr, contractwyr, cyflenwyr, darpar gwsmeriaid ac unrhyw ymwelwyr eraill â'r theatr.

Dysgu am y ffordd y mae'r cwmni'n gweithredu er mwyn cyfeirio ymholiadau at yr aelod o staff priodol.

Gweithredu system gyfrifiadurol y Swyddfa Docynnau yn gywir, a chipio'r manylion mwyaf posibl am y cwsmer ar y pwynt o brynu.

Cysoni derbyniadau dyddiol gydag allbrint y cyfrifiadur ar ddiwedd pob shifft, gan adrodd am unrhyw anghysondebau i'r rheolwr perthnasol.

Mynd ar drywydd ymholiadau cwsmeriaid er mwyn datrys unrhyw broblemau.
I ddarparu cymorth gyda swyddogaethau rheolaidd eraill y swyddfa docynnau a marchnata yn ôl yr angen.

Sicrhau bod y lleoliad yn darparu'r safonau uchaf o ran gwasanaeth cwsmer, gofal a bodlonrwydd ar bob adeg pan ar ddyletswydd.

Cymryd rheolaeth am a goruchwylio'r lleoliad, ei ddigwyddiadau, a'r holl staff a gwirfoddolwyr ar bob adeg pan ar ddyletswydd.

Sicrhau cydymffurfiaeth â holl ofynion trwyddedu perthnasol a Pholisi Iechyd a Diogelwch Theatr Mwldan ynghyd â dogfennau ategol ar bob adeg pan ar ddyletswydd. Cydnabod a derbyn cyfrifoldeb o dan y dogfennau hyn tuag at y cyhoedd yn gyffredinol, cwmnïau ac artistiaid sy'n ymweld, aelodau staff a gwirfoddolwyr.

Sicrhau diogelwch y lleoliad ar bob adeg pan ar ddyletswydd a goruchwylio holl systemau a mesurau diogelwch y lleoliad.

Darparu gwasanaethau a gwerthiant Swyddfa Docynnau i gwsmeriaid gan ddefnyddio system gyfrifiadurol y Swyddfa Docynnau.

Cadw cofnodion llawn a chywir o'r holl drafodion ariannol a gwneud pob ymdrech i sicrhau bod arian yn cael ei gadw'n ddiogel bob amser tra ar ddyletswydd ac o fewn system sefydledig y lleoliad. Cyfrifoldeb achlysurol am fynd â'r arian i'r banc.

Goruchwylio trefnu cyfleusterau'r lleoliad yn unol â gofynion y digwyddiadau sydd wedi eu rhaglennu (mewn cydweithrediad ag aelodau tîm staff eraill fel y bo'n briodol).

Cydgysylltu â staff a chwmnïau sy'n ymweld mewn perthynas â gofynion blaen tŷ ar gyfer perfformiadau penodol.

Cydgysylltu â thaflunwyr, staff technegol, aelodau eraill o'r staff, rheolwyr caffi a pherfformwyr i sicrhau rhediad esmwyth ac effeithiol yr holl berfformiadau.

Cynnal proffil uchel o ran blaen tŷ ar gyfer pob perfformiad; i oruchwylio agoriad yr awditoriwm a goruchwylio'r gynulleidfa yn mynd i mewn; er mwyn sicrhau bod hwyrddyfodiaid yn cael eu trin yn briodol; i fod yn bresennol ym mlaen y tŷ yn y theatr yn ystod yr egwyl; goruchwylio'r gynulleidfa'n gadael yr awditoriwm a sicrhau bod y theatr yn ddiogel.

Sicrhau trin argyfyngau yn unol â gweithdrefnau priodol.

Cadw'n hysbys am yr holl reoliadau sy'n effeithio ar reoli theatr yn ei feysydd cyfrifoldeb ac i gydgysylltu â staff eraill i sicrhau cymryd camau priodol fel bod y theatr yn cydymffurfio â'r rheoliadau hyn.

Cynorthwyo gydag ymholiadau cyffredinol gan aelodau o'r cyhoedd, llogwyr, swyddogion cymdeithasau cysylltiedig, perfformwyr, contractwyr, cyflenwyr a chwsmeriaid posibl (mewn cydweithrediad ag aelodau eraill y tîm staff) yn y fath fodd ag i sicrhau rhediad effeithiol a phroffidiol y theatr.

I gadw'n hysbys am yr holl weithgareddau perthnasol sy'n digwydd yn y theatr.

Mynd i gyfarfodydd staff a sesiynau hyfforddi achlysurol a allai ddigwydd y tu allan i oriau gwaith arferol.

Cynorthwyo gyda goruchwylio arddangosfeydd yr Oriel yn ôl y gofyn.

Arall

Ymgymryd â hyfforddiant priodol fel sy'n ofynnol gan ac wedi ei gytuno gyda'r Rheolwr Tŷ / Rheolwr Gwerthu a Marchnata

Ymgymryd ag unrhyw dasgau eraill sy'n angenrheidiol, o bryd i'w gilydd, i sicrhau rhediad effeithlon a phroffidiol y busnes.

Uchafu incwm a lleihau gwariant ym mhob maes cyfrifoldeb heb golli ansawdd.

Cyflawni cyfrifoldebau bob amser o ran amryw o Bolisïau a Chynlluniau'r cwmni, gan gynnwys, ond heb fod yn gyfyngedig yn unig at, Cynlluniau Marchnata Busnes, Llawlyfr y Staff, Polisi Cyfle Cyfartal, Polisi Iechyd a Diogelwch a Pholisi Amddiffyn Plant.

Arddangos ar bob adeg y safonau proffesiynoldeb uchaf a rhagoriaeth o ran pob agwedd o ofynion y swydd a gweithrediadau'r cwmni, a'r safonau uchaf o ran cymhwysedd.

Derbyn y cyfrifoldeb a'r awdurdod dirprwyedig i ddelio ag unrhyw argyfwng yn absenoldeb y rheolwr perthnasol.