





# HELLO AND WELCOME

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**Thank you for your interest in this role. It's an exciting time to join the Belgrade Theatre, as we springboard into the future, building on a completed £5.5m capital project, leadership change and ACE Uplift to a Band 1 organisation.**

The Belgrade Theatre is one of the largest professional producing theatres in the West Midlands, engaging 250,000 people annually through high quality performances, training, education and community outreach. We have two auditoria (858 and 250 seats), four studios, a production workshop, café, bar, new conferencing facilities, and a digital innovation space.

In January 2022, Laura Elliot and Corey Campbell took over the leadership of the organisation, and are implementing ambitious plans that build on the theatre's rich history of pioneering theatre, participation, and talent development and realise a lasting place of sanctuary for creatives and communities.



# OUR MISSION AND VALUES

## NEW VALUES TO INSPIRE

**ACTING TOGETHER:** We believe by collaborating and co-creating, we'll be greater than the sum of our parts, working collectively to the power of Coventry's people.

**COME AS YOU ARE:** We believe in providing an inclusive experience to ensure everyone who encounters us can do so as themselves, and that lived experience empowers the LIVE experience.

**ALWAYS EVOLVING:** We believe in learning and ambition. Each step we take propels the next, and every exit can become a new entrance.

## OUR STRATEGIC PRIORITIES

**REPUTATION:** Grow the profile of the Belgrade as a centre for transformative theatre, contributing to the cultural profile of Coventry and wider region.

**RESILIENCE:** Future proof the organisation, securing long-term financial and environmental sustainability.

**INCLUSION:** Embed diversity, access and inclusion in every aspect of what we do.

## A NEW MISSION TO PURSUE:

To lead a people-first, creative powerhouse, providing transformative experiences, diverse storytelling, mutual learning and enrichment.

## AS A STAGE FOR COVENTRY:

We produce and present performances that celebrate our city's diverse stories, artists and communities, and share them with the world; building a reputation for diverse, inspirational theatre.

## AS A THEATRE OF LEARNING:

We invest in our region's talent, using our facilities and staff to provide training and opportunities for the next generation of artists and leaders.

## AS A THEATRE OF TRANSFORMATION:

We provide space and opportunities for people to explore their creativity and enrich their health, belonging and education.

Over the next 3 years we will lead a 'people first' approach; prioritising co-creation and cultural democracy; aiming to be a leading example of an inclusive learning theatre that sits at the heart of its community.





# JOB DESCRIPTION

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**Post:**

CASUAL DUTY MANAGER

**Salary & Band:**

£13.56 per hour

**Department:**

FOH & Operations

**Contract:**

Casual

**Reporting To:**

FOH Operations Manager

**Location:**

The Belgrade Theatre, Coventry

**JOB PURPOSE AND ROLE:**

This post is responsible for delivering quality Duty Management for performances and occasional daytime cover. Reporting to the FOH Operations Manager, the Casual Duty Manager is responsible for providing an efficient, effective and a smooth-running Front of House operation. Achieving a high level of service for customers whilst maximising income from ancillary sales, ensuring full compliance with licencing and legal requirements and making sure access and other services are delivered to a high standard. Furthermore, delivering a high-quality experience to the Theatre's audiences when visiting the Belgrade, ensuring that we are accessible to patrons with disabilities. Maximising ancillary sales through ice creams, programmes, sweets, and merchandise and developing a team of Ushers and Volunteers.

The focus of the role is on Customer Care and Front of House sales to customers serving both Theatre work (scheduled performances, community & education events, being responsible for the building as a public facility) and events and conferencing (commercial hires and facilities).



# WHAT YOU WILL DO

## MAIN DUTIES AND RESPONSIBILITIES

### PRODUCING TEAM ADMINISTRATION AND OPERATIONS

#### OPERATIONAL:

- Delivery of efficient and quality operational services for all performances, on site and off site, and events and conferencing,
- Delivery of the theatre's Customer Care Policy,
- Act as a Duty Manager on a casual basis, as and when required,
- Oversee the Front of House operation to ensure that facilities to the public are well maintained and well presented throughout, providing a high level of support and care for visitors and customers. During performance/event times only, as and when required,
- Act as a welcome host for visiting patrons,
- When acting as a Duty Manager be responsible for the safety and security of building users (including staff), visitors, audiences and the premises by ensuring compliance with licensing requirements and legislation, being responsible for lock up and where necessary, refusing admittance and ejecting undesirables,
- Deal with and record complaints/praises whilst on shift and as per the theatre's policy,
- When acting as Duty Manager they are seen by customers and staff alike to be representing Theatre Executive Management and they must always conduct themselves appropriately and comply with the theatre's Uniform Policy,
- Manage a team of Ushers and Volunteers during performance and event times only.

#### FINANCIAL:

- Drive on the ground Front of House sales to achieve income targets, looking for opportunities to maximise income,
- Adhere to cash handling procedures, administration and stock control systems ensuring supplies and services are ordered/organised and all waste is kept to an absolute minimum and accurate record kept.



# WHAT YOU **WILL DO** cont

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## **GENERAL:**

- To be based at the theatre,
- To be the welcoming face to our external and internal customers, managing the Front of House team to achieve the highest standards of customer satisfaction,
- To adhere to Health and Safety and Fire Safety legislation and be part of the team to lead on emergency evacuations when on duty,
- To ensure that all front of house areas are kept clean, tidy and presentable at all times,
- To undertake any other duties which are consistent with the function of the job including attending staff meetings and training courses. Such tasks will not be part of an unreasonable nature and shall be commensurate with the level of the post,
- To develop an understanding of the Belgrade Brand,
- To work at all within the theatre's Equal Opportunities Policy, and to create and maintain equality of access for local people to appropriate activities for self-expression within an atmosphere of mutual trust and respect,
- To work within the theatre's policies, in particular within its Health and Safety and Environmental policies and ensure adherence to these policies by those working on performance shifts,
- To act as an ambassador for the theatre in general.





# WHAT ARE WE LOOKING FOR

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## **PERSONAL ATTRIBUTES:**

### **SKILLS AND EXPERIENCE**

#### **ESSENTIAL**

- A willingness to embrace the Belgrade Brand Vision and Values,
- Passionate about the theatre and the part it plays in and for its community,
- A polite, engaging and welcoming persona, and the ability to engage with customers, with good spoken and written English,
- A thorough understanding of what makes good customer service and the ability to instil a positive ethos in others,
- Demonstrable experience of:
  - Maintaining operational procedures,
  - Managing a team of casual staff in a busy working environment,
  - Complying with cash handling procedures,
  - Ensuring compliance with health and safety legislation,
- Energy, flair and enthusiasm,
- Flexibility and willingness to embrace change,
- Excellent leader and team worker, supporting the work of colleagues as well as inviting support and input in return,
- Numerate and literate; computer literate: proficiency in the use of Word, Outlook and Excel and willingness to learn other computer packages used by the theatre,
- To be an effective champion of the value of live theatre.

#### **DESIRABLE**

- Experience of working in an arts organisation/venue,
- Previous experience as a Duty Manager or Supervisor within a theatre or hospitality environment.



# ADDITIONAL INFORMATION

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- The Belgrade operates a House Agreement based on the UK Theatre (formerly TMA)/BECTU (Broadcasting, Entertainment, Cinematograph and Theatre Union) Agreement and its Staff Handbook outlines the terms on sick pay, maternity leave and pay, paternity leave and pay, grievance and discipline and other relevant staff matters
  - Employees' health and safety is of paramount importance, and Management insists that an employee obtains written express permission to take on any paid work or other employment during periods of TOIL (Time Off In Lieu) or holiday. No permission will be given for the first 28 days of holiday as this is a statutory requirement
  - On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK
  - The candidate's contract of employment with the Belgrade Theatre does not come into force until the first day of work
  - Staff are entitled to tickets for shows at the Belgrade Theatre, subject to particular conditions and 10% discount at the Theatre's Café and Bars
- **Starting date:** ASAP
  - **Salary:** 13.56 per hour
  - **Probationary period:** There is a probation period of 2 months during which the notice period is two weeks. After confirmation of appointment the notice period is 1 month
  - **Working Hours:** This is a casual post with no guaranteed set hours (excluding meal breaks; main meals are 30 minutes/ one hour break) over five days Monday – Sunday between 8.00am – midnight with regular weekend/ evening work. A minimum call is 3.5 hours. A typical evening performance would be 5 hours.
  - **Pension:** The Belgrade Theatre runs pension auto enrolment and is currently making 3% employer contributions which will rise in line with legal requirements. The Theatre's appointed pension provider is NEST. Further details are available
  - **Holidays:** 28 days per annum including Bank Holidays, rising by one day every complete year worked, to a maximum annual holiday entitlement of 33 days (including Bank Holidays). Pro Rata for part time working. Holiday must be co-ordinated with the wider department and must avoid peak periods. Ability to take leave over the Panto period is limited and dependant on sufficient cover
  - **Location:** Coventry





# HOW TO APPLY

Please send a **CV** and **covering letter** by **12 midday on Friday 22 November** to [recruitment@belgrade.co.uk](mailto:recruitment@belgrade.co.uk) or via post to: **Recruitment, Belgrade Theatre, Belgrade Square, Coventry, CV1 1GS.**

Please clearly mark the subject of your email, or address on the front of your envelope, as **Casual Duty Manager.**

**Your CV should include:** dates (months/years) of employment, job title and location. It should also include the name, work address, email address and phone numbers of two referees with a note to say how they know you.

**Your covering letter should include:** why are you interested in this post (e.g. what qualities you think you can bring to the job, your relevant skills, any additional information you feel supports your application). We recommend that you tell us what you can about yourself, with reference to the **What You Will Do & What We Are Looking For** sections. Please also include any relevant qualifications or training courses attended.

Alternatively, we can accept applications in other formats, including voicenote or video.

Your covering letter should be no more than two sides of A4/500 words or a video/voicenote of no more than five minutes in length.

If you are applying through the **Disability Confident Scheme**, please reference that in your cover letter or application, and also complete the disability confident survey via this link: [Disability Confident Survey](#).

If you need any support to help you apply, please don't hesitate to get in touch and we will do our best to meet your needs. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently under-represented in our industry.

Interviews will take place **28/29 November.**

## EQUAL OPPORTUNITIES FORM

The Belgrade Theatre is committed to ensuring equal opportunities, aiming to attract and work with staff from a wide diverse pool. The information that you give us on this form will be treated confidentially and stored on our HR database as statistical information only. This will be used to help monitor the diversity of applicants and to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone in any form other than anonymous data.

Please complete our monitoring form via this link: [Diversity and Equal Opportunities form.](#)



**BELGRADE  
THEATRE**