



Duty Manager (Canada Water Culture Space and Deptford Lounge)

Recruitment pack

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Applying for the post

Thank you for your interest in the above position.

Applications must be submitted to the (e)mail address below by **9.00am** on **Thursday 17th November 2016**.

For more information about the Albany please visit our website www.thealbany.org.uk or contact us via the details below if you require information in an alternative format.

If you have any access needs in relation to your application and interview then please let us know in advance.

We are only able to contact applicants selected for interview. Therefore, if you have not heard from us within 3 weeks of the closing date, please assume that your application was unsuccessful on this occasion.

Recruitment
FAO Aurella Yussuf
The Albany
Douglas Way
Deptford
SE8 4AG
T 020 8692 0231 ext.206
E vacancies@thealbany.org.uk



The Albany background information

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About the Albany

The Albany, in the heart of Deptford, is a vibrant, multi-use performing arts venue, with a strong focus on working with diverse, local communities as well as a home and seeding ground for creative development in the performing arts. The Albany has two sister venues; the Deptford Lounge and the Canada Water Culture Space at Canada Water Library, which are the venues you will be working at.

The Albany building has four performance spaces, including its unique central performance space, with a capacity of 300 seated and 500 for standing events. Its other facilities include a café bar, rehearsal, workshop and meeting rooms, and office space for 25 resident companies.

The Albany aims to provide:

1. An artistic and community resource where diversity and creativity flourish.
2. A space where new talent is nurtured and exposed to ideas from across the world.
3. High quality creative experiences relating to the communities we serve.
4. A creative centre for learning within the community, contributing to the cultural, social and economic benefit of South East London.

Canada Water Culture Space

The Canada Water Library & Culture Space opened in November 2011 and incorporates a range of cultural and community facilities. As part of an innovative partnership with Southwark Council, our 150-seat Culture Space is managed and programmed by the Albany, to reflect the cultural diversity and creative mix of the area.

The artistic programme at the Canada Water Culture Space includes a variety of theatre, dance, spoken word, author events, music and children's events. We partner with other local arts organisations in cultural projects and facilitate an artist development programme. Other services include a café, and meeting rooms.

Deptford Lounge

The Deptford Lounge, developed by the London Borough of Lewisham and opened in January 2012, is the new flagship building at the centre of Deptford. Together with the Resolution Way Gallery & Studios and Tidemill School it forms part of a complex of three buildings. The Deptford Lounge houses the public library and is intended to



function as both a 'living room in the city' and a 'learning centre' for the communities of North Lewisham.

Here there is also a program of events, Hothouse which was jointly conceived and run by the Albany and Library services. Other services include a café, adult education, four resident offices, five meeting rooms and a number of flexible use spaces.

Purpose of the Post

To work over two sites supporting the Operations Managers in the delivery of the Canada water and Deptford Lounge management contracts. The contract encompasses the day-to-day management of the building, its services and programme of events as well as event management. The Duty Manager will be responsible for a secure, safe and presentable facility accessible to the public and artists. They will provide information and excellent customer services to visitors and ensure the efficient facilitation of space bookings, activities and events.

The suitable candidate will have previous experience duty managing a building open to the public, as well as managing events, responding to sales enquires, be service-oriented and well-versed in balancing a variety of demands.

Main Objectives

- Deputise for the Operations Manager and work as Duty Manager, including on weekends and evenings on a flexible rota.
- To oversee and co-ordinate the daily operations at the venue for the use of space bookers, its partners and the community.
- Ensure the smooth operations of events, performances and room bookings.
- Maintain effective and efficient event procedures, ensuring the highest possible standards of customer care.
- To ensure the safety, security and comfort of all users of the venue at all times.
- Be informed and promote the venue's programme and services, including information about upcoming events, and venue hire.
- Be responsible to report any maintenance issues that may occur to the relevant parties.

Duty Management

- To act as the first point of contact, ensuring an exemplary standard of customer care and any problems are resolved speedily.
- To deal with booking enquiries, in person, by telephone & email and payments and possess the knowledge of all the facilities across both venues



- Ensure the smooth operations and excellent customer experience for room bookings on the day
- Deliver the smooth operation of events and supervise event staff to ensure it runs to schedule and in line with contractual obligations
- Liaise with Albany teams to ensure continuity of procedures and standards across the organization.
- Deliver a high standard of customer care by establishing and maintaining good relationships with audience members, visiting companies, resident companies and all other visitors to the both venues
- Complete show reports for each event, record audience feedback, collect monitoring information and publicise future events.
- To assist the Head of Food and Beverage in monitoring and supporting the operation of the café.
- Supervise the venue and events to comply within Health & Safety and Public Entertainment License regulations.
- Ensure the building is maintained and clean at all times, including rooms set up as required.
- To be responsible for the security of the building and its users including the opening and lock-up of the building, access control, conflict management and emergency call-outs where required.
- Confidently lead on emergency procedures (e.g. in the case of evacuation, fire, accident) and attend necessary training. Brief and train staff on these procedures during events.

Personnel & Finance

- Assist with the induction of new staff, and ensure continued staff development and on site training.
- Ensure that all staff on shift are working productively and provide on-going tasks during quiet times Check and distribute cash floats to staff as necessary
- Check and reconcile Box Office, Bar/Cafe and merchandise takings ensuring attention to detail and that monies are kept secure
- Take responsibility for any stock and ensure accurate records are kept

General

- Complete administrative duties as required including reporting and logging any maintenance and health and safety issues ensuring attention to detail
- Develop efficient working relationships with all teams including the library teams that both venues work very closely with, resident organisations and third parties
- Support the aims and objectives of the Albany including the delivery of business contracts.
- Work actively within and upholding all Albany policies including Customer Care,



Access, Health and Safety, Equality & Diversity, Sustainability and Safeguarding.

- Attend meetings and training when required.
- Support the Albany's objective to offer apprenticeships and in work training to placements, interns and trainees.
- Undertake any other duties reasonably requested by the management.

Job descriptions are a guide to the nature of the work. They are not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

Job Terms

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Salary	£9.40-£9.50 per hour
Contract	Casual
Hours	Flexible shifts including evenings, weekends and bank holidays
Benefits	Complimentary tickets to Albany performances (subject to terms) Albany café 10% discount Childcare vouchers Cycle to Work scheme Pension scheme provided by NEST
Responsible to	Operations Managers (Canada Water and Deptford Lounge)
Responsible for	Event operational staff and premises assistants



Person Specification

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Essential

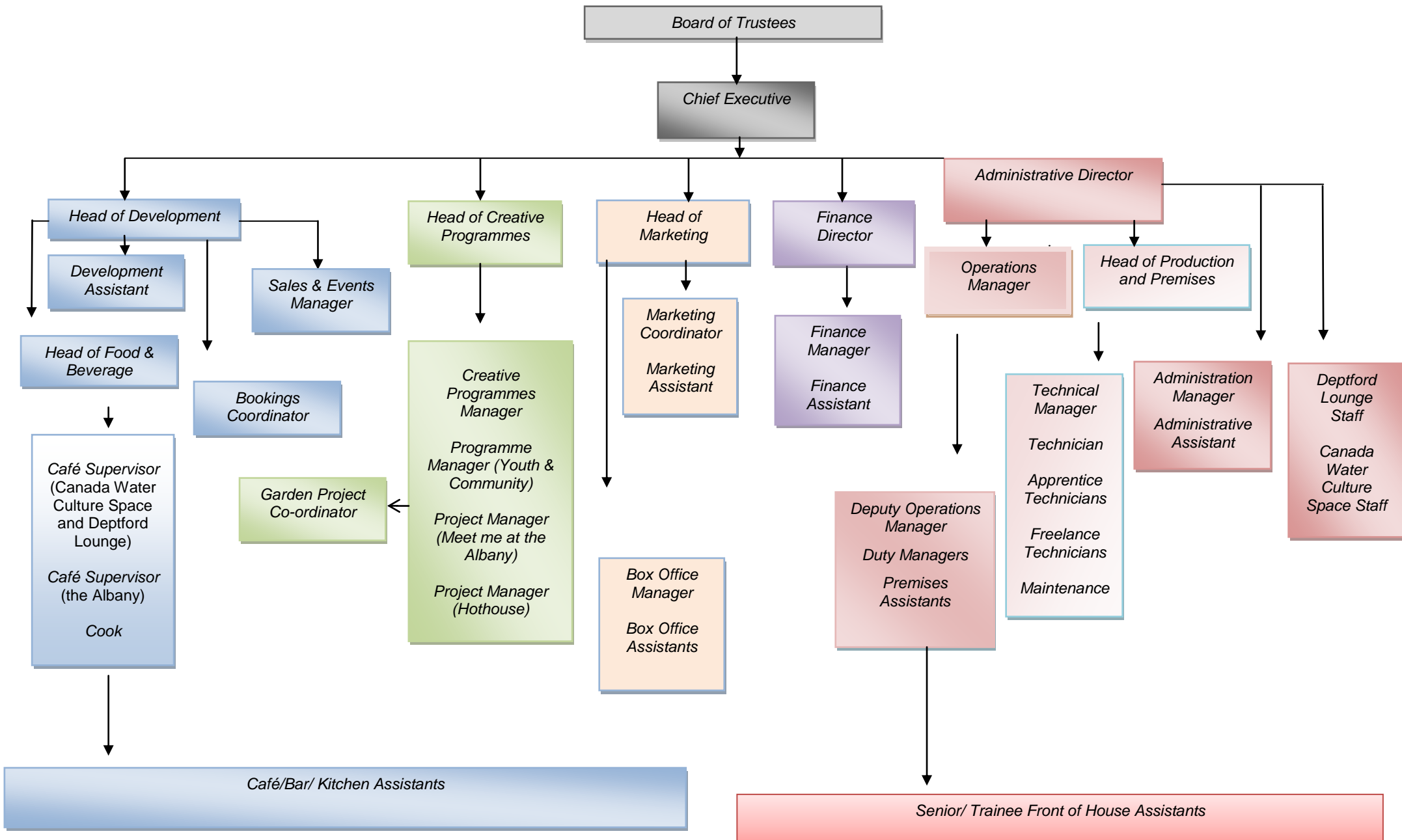
- Demonstrated experience of duty management of a public building and/or event management
- Excellent customer care skills and to communicate efficiently and handle sensitive situations
- Experience in a security role or prepared to train and act as security officer
- Proven staff supervision skills
- Experience of financial transactions, reconciliations and cash handling
- Excellent knowledge and understanding of Health and Safety and Security issues
- Ability to lead and manage a team and work within a team environment
- Flexible and adaptable, with an ability to be proactive and take the initiative within agreed guidelines
- Excellent IT and administrative skills, ensuring high level of accuracy and attention to detail
- Ability to keep calm under pressure and to prioritise work
- Willingness to work flexible shift patterns and unsocial hours
- A knowledge of and commitment to the principles of Equal Opportunities and an understanding of the issues relating to cultural diversity
- Interest and enthusiasm in the arts and community work

Desirable

- An understanding of working within a Council setting and context
- Experience in a box office system (Spektrix)
- An understanding of café/ bar operations
- Health and Safety and Fire Warden qualification
- Knowledge of licensing laws or Personal License Holder
- First Aid qualification
- SIA Certification
- Understanding of Safeguarding principles (children and vulnerable adults)

Albany staff structure

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PERSONAL INFORMATION		
First name	Surname	Title
Address		
Postcode	Email	
Mobile	Telephone Home	Telephone Work
<p>DECLARATION (Please read this carefully before signing this application)</p> <p>1. I confirm that the above information is complete and correct and that any untrue or misleading information will give my employer the right to terminate any employment contract offered.</p> <p>2. Should we require further information and wish to contact your doctor with a view to obtaining a medical report, the law requires us to inform you of our intention and obtain your permission prior to contacting your doctor. I agree that the organisation reserves right the right to require me to undergo a medical examination. In addition, I agree that this information will be retained in my personnel file during employment and for up to six years thereafter and understand that information will be processed in accordance with the Data Protection Act.</p> <p>3. I agree that should I be successful in this application, I will, if required, apply to the Disclosure and Barring Service for a disclosure. I understand that should I fail to do so, or should the disclosure not be to the satisfaction of the company any offer of employment may be withdrawn or my employment terminated.</p> <p>Signed:</p> <p>(if sending by email an electronic signature will suffice)</p>		

IMMIGRATION – In order to comply with the Immigration Act 1996 we are required to see proof of your right to work in the UK. This will be requested once an offer of employment has been made. However, if you require a work permit in order to work in the UK please indicate:

YES/ NO

CRIMINAL RECORD – Please detail any criminal convictions. The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found at the [Disclosure and Barring Service website](#)

If none please state.

REFERENCES – Please note here the names and addresses of two persons from whom we may obtain both character and work references. One should be your current or most recent employer.

Can we contact this reference prior to interview YES/NO
(Please delete as appropriate)

Can we contact this reference prior to interview YES/NO
(Please delete as appropriate)

The Albany will offer an interview to anyone with a disability* who meets the essential criteria in the person specification.

Please tick this box if you are disabled and wish to be considered under this criteria.

* a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on a person's ability to do normal daily activities

If selected for interview, do you have any specific access requirements ? Yes No

If "yes", please give brief details of the effects of your disability on your day-to-day activities, and any other information that you feel would help us to accommodate your needs during your interview and fulfil our obligations under the Equality Act 2010 :

SUPPORTING STATEMENT -

With reference to the person specification, please concisely describe your suitability for the post, in no more than two A4 sheets.

YOUR CURRENT OR LATEST EMPLOYMENT				
Dates	Name & Address of Employer	Job Title	Duties	Rate of Pay
Notice required:				

EMPLOYMENT HISTORY (Please do not attach a CV)				
Dates	Name & Address of Employer	Job Title	Duties	Rate of Pay

EDUCATION HISTORY		
School / College or University	Dates	Qualification Gained

Equality and diversity monitoring form

You do not have to complete this form, but it would really help us if you do. We use the information it contains to report back to our funders (as we are required to do). Its most important purpose though is to try and ensure that our commitment to equality and diversity actually works in practice. The information you give us here will be used without your name attached, and will not be passed on to anyone. It is used only for statistical monitoring. Thank you!

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Age

<input type="checkbox"/> Under 18	<input type="checkbox"/> 18-24	<input type="checkbox"/> 25 - 44
<input type="checkbox"/> 45 - 64	<input type="checkbox"/> 65+	<input type="checkbox"/> Prefer not to say

Ethnicity

Asian	<input type="checkbox"/> Asian British	<input type="checkbox"/> Chinese
	<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Indian
	<input type="checkbox"/> Pakistani	<input type="checkbox"/> Other Asian (write in) _____
Black	<input type="checkbox"/> African	<input type="checkbox"/> Black British
	<input type="checkbox"/> Caribbean	<input type="checkbox"/> Other Black (write in) _____
Dual/multiple ethnic groups	<input type="checkbox"/> Black African and White	<input type="checkbox"/> Black Caribbean and White
	<input type="checkbox"/> Asian and White	<input type="checkbox"/> Other dual multiple ethnic (write in) _____
White	<input type="checkbox"/> Irish	<input type="checkbox"/> Gypsy or Irish Traveller
	<input type="checkbox"/> White British	<input type="checkbox"/> Other White (write in) _____
Other ethnic group	<input type="checkbox"/> Arab	<input type="checkbox"/> Other ethnic group (write in) _____
	<input type="checkbox"/> Prefer not to say	

Please

turn

over

Disability

Do you consider yourself to be a disabled person?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Prefer not to say
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If yes, please state the type of impairment that applies to you.

<input type="checkbox"/> Learning disability	<input type="checkbox"/> Long-standing illness	<input type="checkbox"/> Mental health condition
<input type="checkbox"/> Physical impairment	<input type="checkbox"/> Sensory impairment	<input type="checkbox"/> Other (write in) _____

Gender

<input type="checkbox"/> Female	<input type="checkbox"/> Male	<input type="checkbox"/> Other (write in) _____
<input type="checkbox"/> Prefer not to say		

Is your gender identity different from the gender you were assigned at birth?

<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> Prefer not to say
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Pregnancy and maternity

Are you pregnant or on maternity leave?

<input type="checkbox"/> No	<input type="checkbox"/> Yes	<input type="checkbox"/> Prefer not to say
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Religion/belief

<input type="checkbox"/> None	<input type="checkbox"/> Yes (write in) _____	<input type="checkbox"/> Prefer not to say
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Sexual orientation

<input type="checkbox"/> Bisexual	<input type="checkbox"/> Gay/Lesbian	<input type="checkbox"/> Heterosexual
<input type="checkbox"/> Other (write in) _____	<input type="checkbox"/> Prefer not to say	

Where did you see this job advertised?

Please specify: _____