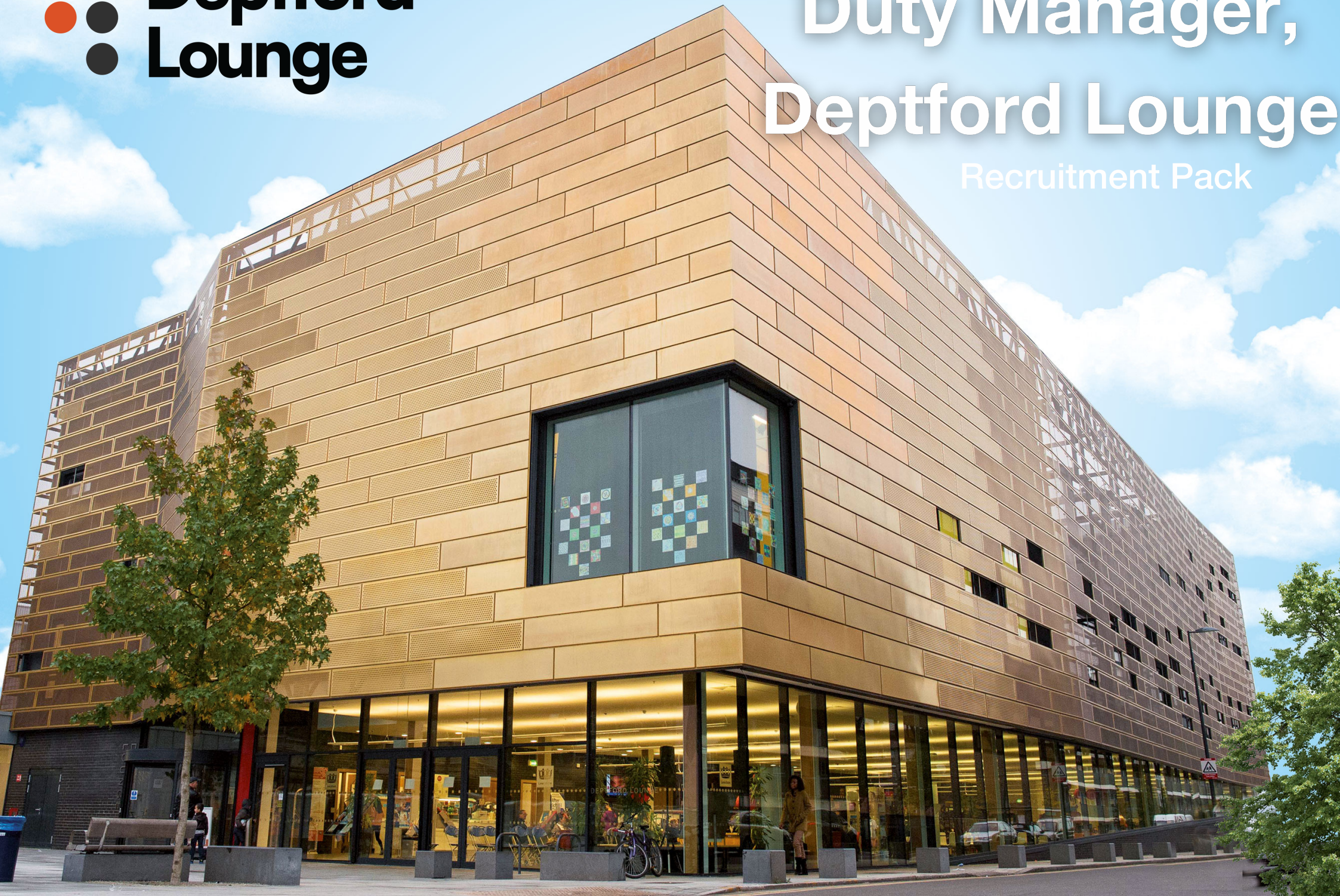




Duty Manager, Deptford Lounge

Recruitment Pack



Responsible to:

General Manager

Responsible for:

Premises Team and Event Staff

Key Relationships:

Tidemill Academy, Deptford Lounge resident offices, Library staff, Maintenance contractors

Salary:

£27,352 per annum

Hours:

40 hour per week over a 5 day rota
Shift patterns include early mornings, evenings,
weekends and bank holidays

Benefits:

25 holiday days per annum (pro-rata),
stakeholder pension scheme, complimentary tickets to
Albany performances, Albany CaffA discount, training
and development opportunities.



How to Apply

Applications must be submitted via the online platform by:
12 noon, Monday 11th March 2024

Interview dates:

Tuesday 19th or Wednesday 20th March at Deptford Lounge

The Albany believes in fair recruitment. We will ensure everyone who wants to be a part of the Albany has the resources and confidence to apply. Feel free to contact us online, over the phone or in person if you need further assistance, or require the recruitment pack or application in a different format.

Recruitment contacts: Ceri Payne

The Albany, Douglas Way Deptford, SE8 4AG

T 020 8692 0231 ext. 206; E vacancies@thealbany.org.uk

Our Hiring Policy

The Albany aims to encourage a culture where people can be themselves and be valued for their strengths and we want our team to represent the same diversity of audiences and artists we welcome into our venues every day. We are keen to hear from a diverse range of candidates from all backgrounds drawing on different perspectives, experience and knowledge. We particularly want to encourage people who have lived experience of the Black and ethnically diverse communities we serve.

The Albany will offer an interview to anyone who identifies as a D/deaf or disabled person who meets the essential criteria.

We have a dynamic and flexible internal culture that gives employees control over the way they work and supports wellbeing. We will be as flexible as we possibly can be with supporting staff to balance their work and their personal lives. We are keen to have a conversation to find practical solutions to meet candidates' own situations, whilst meeting the needs of the organisation.



About Deptford Lounge

Nestled in the heart of Deptford stands Deptford Lounge, a modern building just over ten years old. Over the decade, the library, school, resident organisations, and event space have provided a brilliant venue for this vast and varied community.

The Albany has been working in partnership with Lewisham Council in order to manage the Lounge and its facilities to develop a community programme.

One of our proudest achievements is the work we have done with the Vietnamese community. Working with Vietnamese Family Partnership to deliver their Mid-Autumn and Lunar New Year Festivals, attracting over 5000 visitors on the day and showcasing Deptford Lounge as a hub, purpose built to cater for our local communities.

The Albany is South East London's leading arts centre offering a programme of family performance, theatre, comedy, music, spoken word and much more, situated a two-minute walk from Deptford Lounge on Douglas Way. With year-round activities and events including award-winning programmes for young creatives and adults over 60, the Albany is led by the talent and imagination of its local community.

Together we have infused Deptford Lounge with its own spirit which has lifted the venue to prominence in the area and exists to inspire, develop and support creativity in South East London.



**We strive to be a
beacon and model
for our peers across
the cultural sector.**

We do this by being an organisation that is truly reflective of, and responsive to, the place in which we are based, and a conduit for the artists and voices from this radical borough to be visible on a national and international stage.

We believe that a sense of adventure is essential to achieving our vision. Whilst we are rigorous in our approach and celebrate our successes, we're not afraid to try something new.

**Our programme is designed by
our audiences, participants and
communities.**



Purpose of the role

The Duty Manager supports the General Manager in the delivery of the Deptford Lounge management contract. They will lead a small Operations team of Premises Officers and Assistant, to deliver a safe and welcoming environment for all visitors and stakeholders. They will manage public events and performances, service room bookings and ensure repair and maintenance requests are completed.

The successful candidate will have the opportunity to develop the role over time with a focus on areas such as facilities and technical management or digital media.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required; other responsibilities may be added depending on experience and need.

Please note: you will be required to obtain an Enhanced DBS check with this role, administrated and paid for by the Albany.



How will you achieve this?

Customer Care

- Be an open and welcoming face for the lounge including working on the reception desk and café
- Co-ordinate the daily operations at the venue
- Deliver a high standard of customer care, communicating with all stakeholders effectively and responding to enquiries, opportunities and complaints promptly
- Be informed about our offer, upcoming events, and venue hire and maximise sales of the venue's programme and services

Events

- Be prepared to assist or learn about digital media, including social media campaigns and events for the Lounge
- Liaise with technical staff, visiting companies and/or partners to deliver events to the highest production standards possible
- License regulations and contractual obligations.
- Ensure the smooth front of house operation of events and performances in line with Health & Safety and Public Entertainment License regulations and contractual obligations
- Complete show reports for each event, record audience feedback, collect monitoring information and promote future events

Facilities

- Confidently lead on emergency procedures (e.g. evacuation, fire, accident) and attend necessary training. Brief and train staff on these procedures during events
- To react and problem solve to all maintenance issues, supervising and chasing contractors as necessary and reporting updates to stakeholders
- Maintain prompt and accurate records in our facilities management system (Core Vision)
- Be prepared to assist or learn to run the facilities management of the Lounge

Health and Safety

- Be responsible for health and safety, good state of repair and cleanliness of the facilities and correct set up of rooms and event spaces
- Be responsible for opening and closing the building
- Carry out and log daily, weekly, monthly building checks
- Maintain building and visitor security

How will you achieve this?

General Duties

- Assist with the induction of new staff, and ensure continued staff development and onsite training
- Ensure that all staff on shift are working productively and provide them with on-going tasks during quiet times
- Support the aims and objectives of the Albany including the delivery of business contract.
- 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 trainee.
- Undertake any other duties reasonably requested by the management

Administration and Finance

- Process, reconcile and chase room hire payments as required
- Check and reconcile Café sales, Box Office takings and cash floats, ensuring monies are kept secure
- Take responsibility for any stock and ensure accurate records are kept
- Manage the email inbox and coordinate efficiently with fellow Duty managers through handover notes and following up
- Complete administrative tasks and maintain auditable records

Person Specification

What we're looking for from you

Essential criteria

Please demonstrate your experience with the essential criteria in your personal statement. We welcome applicants who can demonstrate experience of the following in a wide variety of ways.

- Demonstrated experience of managing a public building and/or event management
- Understanding the facilities of running a building open to the public
- Excellent customer care skills and to communicate efficiently and handle sensitive situations
- Proven staff supervision skills
- Experience of financial transactions and cash handling
- Excellent knowledge and understanding of Health and Safety and security
- Flexible and adaptable, with an ability to be proactive and take the initiative
- Excellent IT skills
- Ability to keep calm under pressure and to prioritise work
- Willingness to work flexible shift patterns including early mornings, late nights and weekends
- A knowledge of and commitment to the principles of Equality and Diversity
- Interest and enthusiasm in the arts and community work
- More than anything we want a person with a proactive approach and a willingness to learn
- Ability to lead and manage a team and work within a team environment



Desirable Criteria

- An understanding of working within a Council setting
- Experience in a box office and booking system (Spektrix/Artifax)
- Experience in delivering digital media campaigns
- Experience in facilities management systems (Core Vision /building management systems / access control systems - PLAN /CCTV)
- Health and Safety and Fire Warden qualification
- Experience in operating audio-visual equipment
- Knowledge of licensing laws or Personal License Holder
- First Aid qualification
- SIA Certification
- Understanding of Safeguarding principles (children and vulnerable adults)



We understand the importance of fair and equitable recruitment, and as an organisation we are working hard to ensure that everyone who wants to be a part of the Albany has the resources and confidence to apply.

We welcome feedback about how you found your recruitment journey with us at vacancies@thealbany.org.uk

We're looking forward to hearing from you.





WE ARE LEWISHAM

WELCOME TO LEWISHAM, LONDON BOROUGH OF CULTURE 2022

Music moves me

The Albany, Douglas Way, SE8 4AG

The Albany is a registered charity number 1112521

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