



Duty Manager

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;
Explore - forging into the new, inventing fresh approaches and developing different ways of working;
Connect - with our communities, meeting their needs, striving to include everyone;
Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA will be central to all our policies and processes, from recruitment and operations to the delivery of our public engagement, performances, and events. Undertaking continual review and training, we will closely monitor, and be transparent about, our progress.

The Role

Job Title: Visitor Experience Duty Manager

Status: 30 hours per week

Reports to: Visitor Experience Manager

Salary: £12.79 per hour

As a Visitor Experience Duty Manager, you will be passionate about exceptional customer service and create a welcoming atmosphere that leaves our visitors eager to return whether attending shows, workshops, conferences, our new café and bars, or just meeting friends.

Between our two buildings, you will be responsible for supervising a large team of visitor services staff, whilst ensuring the safety and wellbeing of audiences in all our public spaces.

You will be on the front line, managing the visitor journey at all stages throughout our buildings.

This job description details the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but it is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Duties and Responsibilities

Management

- Duty Management shifts, leading the team in a hands-on operational delivery on the vast range of shows, conferences and events
- Assisting in end of day financial procedures reporting all information correctly on our internal systems
- Assisting with the effective management and development of the Visitor Experience Team, to include induction, supervision, ongoing training and development
- Conform to all Health & Safety, Environmental Health & Licensing Regulations
- Attend regular staff meetings

Customer Service

- Deliver a passionate first-class customer service to all visitors, customers, audiences, and learning & engagement participants, leaving them with a memorable and positive experience
- Create a welcoming atmosphere, accessible to all
- Effectively manage audiences in all our public spaces, with key responsibility for their safety
- Assist in the delivery of training on customer service, complaint handling and accessibility

- Show a proactive approach to promoting the principles of equality and diversity
- Assist with the delivery of customer access services, ensuring staff are trained to provide exceptional customer experience to those with additional access needs e.g., touch tours, British Sign Language, wheelchair access, induction loop and audio description

Health and Safety, Environmental Health, Licensing

- Ensure all Front of House procedures conform with statutory requirements and our own internal requirements with regards to health and safety, hygiene, environmental health, and licensing regulations
- Ensure appropriate hygiene standards are maintained throughout Front of House, Bars, and Catering areas

Responsibilities of all staff

- Contribute to an enthusiastic, positive work climate within the organisation
- Be aware of the work of other departments in the achievement of the company's charitable objectives
- Take an active part in communicating and co-operating with other staff and departments
- Follow all PTCH guidelines, policies and procedures
- Work in accordance with PTCH Equality & Diversity Policy
- Be aware of and comply with rules and legislation pertaining to Health & Safety at Work
- Take an active part in achieving high standards of customer and client care
- Support green and sustainable initiatives
- Be GDPR compliant
- Undertake other duties and training as may be reasonably required by the organisation

Person Specification

Essential:

- Experience in managing and leading a team in a hospitality or customer facing role
- Strong management and team leadership skills
- Excellent interpersonal and communication skills in all situations with visitors, staff, and clients
- Ability to think positively and problem solve under pressure whilst remaining calm
- Computer literate with knowledge of Windows-based applications
- Excellent customer care skills and a strong understanding of customer needs
- Budgetary and cash handling experience
- Understanding of and commitment to equality, diversity and inclusion

Desirable:

- Management experience of running a busy bar and/or catering operation
- Holder of a Personal License under the Licensing (Scotland) Act 2005
- Knowledge of or interest in the arts

- Relevant Qualifications in Catering/Hospitality/ Business Management
- First Aid Certificate
- Marketing and promotional experience
- Level 2 Food Hygiene Certificate
- Knowledge of F&B specific software systems to manage stock control and profit

Terms & Conditions

Salary: £19,955.76 per annum paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable;

Annualised hours of 30 hours per week (1560 per annum).

Annual Leave entitlement is 30 days (rising by 2 days after 3 years' service plus an additional 3 days after 5 years' service) including 10 days Public Holidays (4 fixed – Christmas Day, Boxing Day, New Year's Day, 2nd January).

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

This role is subject to a 6-month probationary period.

How to Apply

Deadline: 24 March 2025

Interviews: W/C 31 March 2025

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com