

# CAERPHILLY COUNTY BOROUGH COUNCIL JOB DESCRIPTION

## POST IDENTIFICATION

<b>Post Title:</b>	Relief Duty Officer
<b>Job Evaluation ID:</b>	0694/ED
<b>Grade:</b>	Grade 5
<b>Directorate:</b>	Education & Leisure
<b>Division:</b>	Lifelong Learning & Leisure
<b>Section:</b>	Leisure & Arts
<b>Unit:</b>	Blackwood Miners' Institute
<b>Location:</b>	Blackwood Miners' Institute
<b>Responsible to:</b>	Deputy Theatre Manager
<b>Employment Status:</b>	Casual

## JOB PURPOSE

To deputise for the General Manager or Deputy Theatre Manager by undertaking full responsibility for the operation, supervision and security of the building as required.

## CORE RESPONSIBILITIES & KEY RESULT AREAS

- To ensure the safety, comfort and care of all customers, audiences, staff and visitors by implementing and complying with all statutory regulations and local practices or protocols.
- To act as Front of House Manager for performances, functions and events as necessary
- To ensure the security of the building, stock, cash and equipment during any given shift

## GENERAL TASKS AND ACTIVITIES

- Supervising the Front of House, Bar, Box Office, Caretaking and Café staff
- Liaising with technical staff and visiting theatre company representatives to ensure that performances operate smoothly and on-time.
- Ensuring the health, safety, comfort and wellbeing of all staff, customers, visitors and audiences



- Reconciling confectionary, bar, café, merchandise and box office takings at the end of a shift
- Ensuring that the theatre's licence is adhered to
- Acting as Fire Officer, and being responsible for emergency procedures including evacuation as necessary
- Implementing health & safety procedures, including accident and incident reporting
- Ensuring the highest standards of customer care and dealing with customer queries or complaints, and resolving box office problems or seating issues as appropriate
- Ensuring the security of the building, and ensuring the proper safekeeping of cash, stock, keys and equipment, including locking up the building at the end of a shift, recording of stock movements and reporting of defects or maintenance issues
- Preparation of rooms and furniture, and providing hospitality as required

## KEY WORKING RELATIONSHIPS

- General Manager, Deputy Theatre Manager, Marketing Manager
- Casual Duty Officers
- Technical Staff
- Box Office, Café, Caretaking, Front of House and Bar Staff
- Door Supervisors
- Customers / Visitors / Audiences
- Visiting company performance staff

## RESPONSIBILITIES FOR STAFF

- ***Post Titles, Numbers and Level of Accountability***

Casual Front of House Staff - supervision during shift, up to 20

Casual Bar Staff – supervision during shift, up to 6

Box Office Staff – supervision during shift, up to 2

Café Staff – supervision during shift, up to 2

Caretaking Staff – supervision during shift, up to 2

## RESPONSIBILITIES FOR RESOURCES

- ***Financial; Plant or Equipment***

Responsibility for the security of the...

- Building
- Cash
- Catering, vending and bar stock,



- Equipment
- Keys

during any given shift

- **Systems**

N/A

## WORKING ENVIRONMENT

The Main place of work is Blackwood Miners' Institute, but on very rare occasions the post holder may be required to assist with Arts Service events outside of the building (e.g. Caerphilly Castle)

The duties & responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

## CAERPHILLY COUNTY BOROUGH COUNCIL PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	Management / Supervisory experience	Experience in facilities management  Experience in bar/license management  Experience in Box Office systems
<b>KNOWLEDGE</b>		Knowledge of health and safety and statutory regulations
<b>SKILLS</b>	Excellent customer care skills  Problem solving skills and the ability to use initiative and make decisions  Good communication and interpersonal skills  Good numerical skills	
<b>QUALIFICATIONS</b>		First Aid qualification
<b>OTHER</b>	Flexibility and a willingness to work evenings and weekends	An interest in Theatre / Arts

### POST AUTHORISATION

<b>HEAD OF SERVICE:</b>		<b>DATE:</b>	
<b>MANAGER:</b>		<b>DATE:</b>	
<b>JE/PERSONNEL OFFICER:</b>		<b>DATE:</b>	

### APPENDICES

**Appendix 1:**  
**Appendix 2:**

**ATTACHED:**  
**ATTACHED:**

