

# CRANLEIGH ARTS CENTRE

## JOB DESCRIPTION

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Position: Event Duty Manager (p/t)  
Reports to: Arts Centre Manager  
Responsible for: Volunteer Event Staff  
Last updated: January 2015

### **Overall purpose of the role:**

To oversee the efficient running of events and activities at Cranleigh Arts Centre

- To be responsible for the safety and well-being of customers and volunteer staff at Cranleigh Arts Centre.
- To supervise volunteer event staff and freelance contract staff.
- To comply with the Arts Centre's Health and Safety and other policies.
- To oversee reconciliation of monies at the end of a shift.
- To maintain the security of the premises & equipment.
- To set and maintain high standards of customer care.

### **1. Duties:**

#### **Well-being of Customers**

- To observe all safety, licensing and first aid procedures for the proper care of the general public and staff in the building.
- To supervise audiences and visitors, ensuring safety standards are maintained and that the building is accessible and welcoming to all users.
- To handle all incidents and take remedial action as appropriate including keeping a proper record of incidents and building/equipment repairs.
- To deal with customer complaints quickly, confidently and appropriately.
- To ensure the efficient operation of Events & Activities.
- To hold pre-show briefings for all volunteer staff.

- To oversee all the events and bookings according to the Cranleigh Arts Centre diary.
- To operate the box office, bar and tea bar as required.

### **Maintain the Security of the Premises & Equipment**

- To oversee correct cash handling and reconciliation by volunteer staff and securing of monies according to procedures
- To open and lock the building, ensuring the building and its property is secure.

### **2. Other**

- To undertake any other duties as required by the Arts Centre Manager.
- To deal with general enquiries, and to be conversant with the diary of events and activities.

### **Person Specification**

- Confident and experienced in customer management
- Computer literate
- Able to work well under pressure in an arts/events environment
- Experienced in cash handling
- Understanding of and able to manage volunteers

Training will be given in tea bar / bar supervision, evacuation procedures box office and building security.