

# JOB DESCRIPTION

Job Title:	Venue Duty Manager
Department:	Strategic Partnerships Team
Grade:	Grade 4

## SUMMARY OF DUTIES AND RESPONSIBILITIES:

1. To oversee the running of concert and performance spaces during public events.
2. To manage, and to ensure that the stewarding team is appropriately briefed for each event.
3. To maintain the highest possible level of customer service during public events.
4. To manage the front of house areas including audience members during public events, as well as looking after performers and artists back stage.

## REPORTS TO:

Performance and Workshops Manager

## STAFF RESPONSIBILITIES FOR:

Stewards (when on duty)

## DUTIES:

*The role-holder will:*

1. Act as duty manager for Leeds Conservatoire events, which may include (but not be limited to) public performances, musical concerts and conferences.
2. Manage and look after performing artists and external clients alongside other events managers, artist management and technical staff.
3. Ensure that public events in the Conservatoire performance spaces run smoothly and safely through managing members of the public, including responsibility for the evacuation of the public if/when necessary.
4. Ensure that all health and safety regulations of the relevant performance spaces are being adhered to.
5. Brief and manage the team of stewards during events, supporting general management of stewards alongside other events related managers.
6. Assist in the recruitment and training of new concert stewards.
7. Assist in compiling the stewarding rota to ensure there are enough stewards booked for each event to comply with fire and health and safety regulations.
8. Work alongside other front of house staff (eg bar team and box office) to deliver an exceptional customer experience to members of the public, trouble -hooting/problem solving as first and last port of call during performances.

9. Coordinate concert/performance timings, alongside the venue’s technical staff.
10. Provide administrative support to the department when required.
11. To comply with all conservatoire policies and procedures.
12. To co-operate in any staff development activities required to effectively carry out the duties of the post and to participate in the conservatoire Appraisal Scheme.
13. Any other reasonable duties commensurate with the level of the post, which may be required from time to time.

**NOTES:**

1. *Duties will inevitably develop and change as the work of the conservatoire changes to meet the needs of its service. Employees should therefore expect periodic variations to role descriptions, and Leeds Conservatoire reserves this right. This role description will be supplemented on a regular basis by individual objectives derived from conservatoire strategies.*

GENERAL TERMS AND CONDITIONS OF POST	
<b>Duration of Role:</b>	Permanent
<b>Working Hours:</b>	Zero Hours Contract Hours of work will primarily be undertaken on evenings and weekends
<b>Salary:</b>	Grade 4
<b>Notice Period:</b>	1 months
<b>Probation Period</b>	10 Months
<b>Pension Scheme:</b>	WYPF or Peoples Pension
<b>Special Conditions of the Post:</b>	N/A
APPROVAL OF JOB DESCRIPTION	
<b>Compiled By:</b>	James Warrender
<b>Compilation Date:</b>	July 2024