

PERSON SPECIFICATION

Job Title:	Venue Duty Manager
Department:	Strategic Partnerships and Enterprise
Grade:	4
Summary of Duties & Responsibilities:	<ul style="list-style-type: none"> To oversee the running of concerts and public performance spaces during events. To manage, and to ensure that the stewarding team is appropriately briefed for each event. To maintain the highest possible level of customer service during public events. To look after the front of house areas during public events, as well as looking after performers and artists back stage.

Key

E = Essential Criteria for Post
D = Desirable Criteria for Post
A = Application Form
I = Interview

R = Reference
T = Test
C = Certificate/Documentary Evidence

CRITERIA	E/D	HOW MEASURED				
		A	I	R	T	C
QUALIFICATIONS & ATTAINMENTS						
1. Educated to GCSE level in English and Maths (or equivalent)	E	✓				✓
EXPERIENCE & KNOWLEDGE						
2. Experience of working in a concert house, or public events space	E	✓	✓	✓	✓	
3. Ability to manage a team of stewards	E	✓	✓	✓	✓	
4. Experience of delivering a high level of customer service in a pressured environment	E	✓	✓			
5. Working knowledge of standard office software, e.g. Word, Excel	D	✓	✓			
SKILLS & COMPETENCIES						
6. Punctual and reliable, with high level time management skills	E	✓	✓	✓		
7. The ability to deliver exceptional customer service at all	E	✓	✓			

CRITERIA	E/D	HOW MEASURED				
		A	I	R	T	C
times						
8. The understanding of musical concert procedures	D	✓	✓			
9. Knowledge of classical, jazz and popular music	D	✓	✓			
VALUES & ETHOS						
10. Commitment to the Conservatoire's support and promotion of Equality and Diversity	E	✓	✓			
11. Commitment to safeguarding young people and other vulnerable groups	E	✓	✓			
WORK CIRCUMSTANCES						
12. Ability to participate in occasional evening/weekend events as required	E	✓	✓			
CRIMINAL RECORDS BUREAU DISCLOSURE						
13. Offer of employment will be made subject to an enhanced disclosure, which will be sought by the Conservatoire for the successful applicant	E					✓

APPROVAL OF PERSON SPECIFICATION – Leeds Conservatoire	
Compiled By:	Greg Bush
Compilation Date:	September 2024