THE COURTYARD TRUST
JOB DESCRIPTION

Post Title:	Relief House Manager	**Department:**	Operations
Post Reference:	CY15-011	**Rate:**	£9.31 p/h + £1.12 holiday pay
Hours per Week:	Casual, as-and-when required	**Based at:**	The Courtyard, Edgar Street, Hereford, HR4 9JR (but the post holder may be relocated in the interests of the efficiency and effectiveness of the organisation)
Responsible to:	House Manager	**Responsible for:**	Volunteer Stewards Work Placements Seasonal Staff

Purpose of the Post

To assist with the management of the Front of House operation of The Courtyard as the primary performing arts provider in Herefordshire.

To assist with the implementation of strategies, which will ensure and maintain the smooth running of the Front of House management of The Courtyard, including the health, safety, welfare and security of all patrons and staff within the venue, and of the venue itself.

To assist with the management of staff and volunteers that may from time to time be engaged and assist in organising the scheduling of their duties efficiently within budgetary constraints.

1. Duties & Responsibilities

1.1 To assist with the day-to-day effective functioning of the Front of House including housekeeping operations at The Courtyard and all activities therein, as directed.

1.2 To carry out and ensure the implementation of systems and procedures, which deliver the most efficient and effective services to the highest standard of customer care for all users of The Courtyard, as directed.

1.3 To act as Duty Manager on a regular basis and be responsible for the security and front facing operation of the building on those occasions.

1.4 To assist in ensuring the efficient and effective smooth running of all public and private events within the venue (or Courtyard events elsewhere if required).

1.5 To be responsible for ensuring that all areas are clean, well presented and conform to all Health & Safety, Licensing and Fire Regulations.

1.6 To assist in the development of a positive image and profile of The Courtyard, locally and regionally.

1.7 To assist with provision of training and conference facilities at The Courtyard.

1.8 To assist the House Manager in meeting department performance targets.

1.9 To assist with the effective and efficient management and administration of stocks held by the Department.

2. Planning and Project Management

2.1 In conjunction with the House Manager, prepare and revise appropriate plans and policies for the department and contribute to its forward planning, as required.

2.2 To lead on and see through to completion special projects relating to event management, as directed by the House Manager.

3. Budgetary Management

3.1 Ensure that the procedures for cash reconciliation and cash security delegated to the post holder are strictly adhered to and conform to internal audit procedures.

4. Personnel

4.1 Provide direction, instruction, guidance, support and supervision to staff under his/her control, as directed by the House Manager.

4.2 Work to ensure high levels of morale, motivation and communication amongst staff and volunteers at all times.

4.3 Assist with the co-ordination and management of the Volunteer Stewards ensuring that appropriate cover is maintained; duties understood and carried out to the highest standard.

5. Miscellaneous

5.1 To be familiar with and comply with all policies contained within the Staff Handbook, and all other relevant health & safety, operational, personnel, data protection and financial regulations, policies and procedures.

5.2 To be flexible and adaptable, and to perform any other duties within the organisation that from time to time may be required.

5.3 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

5.4 To raise the profile and promote a positive image of The Courtyard.

6. Inclusivity and Sustainability

6.1 Minimise energy use and actively manage climate control in the building using the Building Management Systems.

6.2 To ensure The Courtyard always remains a fully accessible venue for all customers.

6.3 To ensure all staff are identifiable by name and role.

6.4 The post holder's duties must at all times be carried out in compliance with The Courtyard's Equal Opportunities Policy ensuring equality of opportunity is afforded to all persons both internal and external to The Courtyard, actively seeking to eliminate any direct or indirect discriminatory practices/behaviour.

7. Special Conditions

7.1 *Working Hours:* this post is casual and is therefore on an as-and-when required basis.

7.2 The post holder will be required to work unsociable hours, including evenings, weekends and bank holidays, as part of their normal working week.

7.3 The post holder will be required to be a key holder for the building and be responsible for regularly securing the building as part of the security team.

7.4 The post holder will be required to hold a current First Aid at Work qualification. Training will be provided if required.

7.5 The post holder does not quality for overtime payments or enhancements.

7.6 Occasional car user or access to a car/being driven

7.7 A uniform may be required to be worn.