

Job Application Pack



About Reading Rep

'At last Reading has it's own producing theatre' The Stage

In 2012, Paul Stacey founded Reading Rep with a vision to help revitalise Reading's cultural landscape by making and creating the highest quality theatre – with, by and for Reading.

Starting from a small 60 seater studio venue, Reading Rep has grown into a 175 seat, state of the art theatre, creating world class work. Reading Rep's award-winning work has been co-produced with leading theatres and frequently reaches far wider than the theatre, with work touring both regionally and nationally.

From these humble beginnings the company have gone on to produce productions with many of the UK's leading emerging theatre makers, including Barney Norris, Roy Alexander Weise, Cathal Cleary, Mike Fentimen, Audrey Brisson, Anna Poppelwell and Phoebe Eclair- Powell.

Reading Rep's work sits at the heart of the community, and continues offstage with out flagship community outreach programme ENGAGE which exists to provide access to the arts to those who otherwise may not be able to.





Reading Rep Theatre
Kings Road
Reading, RG1 4LY
Admin: 01189 554 757
readingrep.com
info@readingrep.com

Reading Repertory Theatre
Registered company no.: 7907370
Registered Charity no.: 1147048

JOB DESCRIPTION: Duty Manager (Fixed Term)

Purpose of the Role:

To supervise the Front of House activities at Reading Rep Theatre and ensure the safety and security of the building and its presentation to the public and visiting artists. To deliver excellent customer service, acting as the first point of call for customer enquiries. To adhere to all current licensing and health and safety policies.

Objectives:

- To act as Duty Manager for live events and activities across all spaces.
- To open or close the building in accordance with the set procedure and to carry out a full fire safety check at the start and end of each shift.
- Work with the General Manager to ensure the building complies with all health and safety and licensing policies.
- Confidently supervise a team of casuals and volunteers to deliver excellent customer service and maximise the audience experience, managing breaks and motivating staff and/or volunteers.
- Take a lead role in the managing of incidents and emergencies whilst on duty.
- Ensure the building is safe and presentable for visitors.

Responsibilities:

Box Office

- To be fully trained in Box Office operations and responsible for answering the phone, responding to emails processing bookings and dealing with enquiries.

Bar

- Support casual staff on the bar during operating hours and when covering breaks.
- Oversee and maintain stock levels and rotation behind the bar.
- Ensure all licensing laws are upheld.

Building Operations

- Be responsible for opening and closing the building, and complete all necessary security and safety checks.
- Ensure the building is kept clean and tidy during and after shifts (this role will include some cleaning duties).

General

- To always act in the best interests of Reading Rep Theatre.
- To provide excellent customer service to all visitors.
- To be knowledgeable on the upcoming programme of events.

PERSON SPECIFICATION:

Essential

- Keen interest in the arts.
- Excellent organisational skills and ability to prioritise and multitask.
- Experience working within a busy customer facing environment.
- Excellent attention to detail.
- Excellent communication skills (both written and verbal) and interpersonal skills with people at all levels, both internally and externally.
- Proficient IT skills.

Desirable

- Experience leading a team and motivating team members on shift.
- Experience of working in an arts organisation.
- Have a valid first aid qualification.
- Experience of duty managing.

JOB SUMMARY:

Responsible to: General Manager

Line Manager: General Manager

Responsible for: Volunteers, Casual Theatre Assistants

Salary: £12 ph

Hours: We are looking for several duty managers. We would be looking for a minimum of 10 hours a week and a maximum of 35 hours a week. Please note this role operates on a rota from Monday - Sunday.

Contract: This is a fixed term contract for the period 1st September 2023 - 1st January 2024.

Probation period: 1 month

Start Date: TBD

Notice Period: 2 weeks

Location: Reading Rep Theatre, Kings Road, Reading, RG1 4LY. We have an admin office in the adjoining Reading College Campus.

To apply: Please send a CV and cover letter to jobs@readingrep.com with the subject DUTY MANAGER. Please note this is a rolling recruitment process and we will be contacting and interviewing suitable candidates as applications are submitted. The deadline is 16th September 2023.

All staff are expected to take an active part in the artistic life of the organisation. We actively encourage people from a variety of backgrounds with different skills and stories to join us and influence and develop our working practice. We are particularly keen to hear from people of colour and candidates who self-identify as disabled. Reading Rep Theatre is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.