



Pavilion Theatre, the Municipal Theatre for Dún Laoghaire-Rathdown, is now seeking applicants to join our team for the following position:

Job Description: Part-Time Front of House and Event Duty Manager

Job Role: Experienced in event or stage management? We are looking to hire a personable and hard-working individual who can bring their on-the-ground event management skills to our venue and help us promote a great customer service experience for our audiences. This role requires a lot of multi-tasking and customer interaction. Under the direction of the Operations Manager, the Duty Manager's main role is key to maintaining our high standards, managing the event and, where necessary, improving our front of house operations. It is a role requiring honesty, an ability for decisive decision-making, attention to detail and integrity.

Reports to: Operations Manager, Venue Director

Works with: Box Office staff, Bar staff, Technical staff, Volunteers, Customers

Contract: This role is part-time, with an average of 25-30 hours per week, 4-5 days per week pro rata. It requires working independently during evenings and weekends, as required. There is potential for additional hours in other areas of the business.

Key Responsibilities include but are not limited to:

Providing a strong and effective leadership and management to the Front of House Team

Creating a positive and welcoming environment and atmosphere, and managing all audiences during their time in Pavilion Theatre

Implementing Pavilion Theatre's policies and procedures

Ensuring the safety of patrons, volunteers and staff through quick decision making and the implementation of Pavilion Theatre's Health and Safety procedures and emergency evacuation procedures

Planning and coordinating the organisation of each event to the highest and most efficient standard

Developing and encouraging high standards of customer service throughout the theatre in all front of house areas

Ensuring volunteer ushers are given an effective briefing preshow and keeping them motivated in their roles

Assisting with and overseeing the bar and box office operations, including financial reporting procedures, and ensuring that staff in these areas are supported to fulfil their role

Liaising with visiting production companies, ensuring the needs of the company are met following the policies and procedures of the theatre

Implementing Pavilion Theatre Child Protection Policy and occasionally assist backstage as a chaperone if extra supervision is required to fulfil our Child Protection standards

Managing the sale of merchandise

Co-ordinating the foyer and gallery areas for receptions

Managing the Volunteer Programme in conjunction with the Operations Manager

The successful candidate should have the following personal specifications:

- Demonstrated track record of Event or Stage Management
- Strong decision making skills
- Customer service; at least 2 years' experience
- Excellent communication skills
- Experience of working with volunteers
- Health and safety
- Good administration and financial skills

To apply for this position, please send a CV detailing your experiences (with references) and a cover letter telling us:

1. Why you think you would be the most suitable candidate for this role
2. Outlining your most relevant experience to support your suitability

Applications must be submitted to:

Niall O'Connell

Operations Manager

niall@paviliontheatre.ie

or

Pavilion Theatre

Marine Road

Dun Laoghaire

Co. Dublin

Closing date for applications: Monday September 2nd 2019

Interviews will take place the week of September 9th

Starting date: Mid-late September 2019

Pavilion Theatre is an Equal Opportunities Employer.

