



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

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

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 30 hours per week, 4-5 days per week pro rata. It requires working independently during evenings and weekends, as required.

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

Application Procedure

Applications including a brief CV and cover letter should be submitted by e-mail only to Hugh Murray at: hugh@paviliontheatre.ie

Closing date for applications: 5pm, Wednesday 11th August 2021

Expected starting date: Week of September 6th 2021

Should Covid-19 restrictions prohibit face to face meetings, alternative arrangements will be made which may include remote (Zoom) interviews.

No correspondence can be entered into during the process of application or selection.

Pavilion Theatre is an Equal Opportunities Employer.

