



Pavilion Theatre 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.

Contract: This role is part-time, with an average of 20-25 hours per week, 4 days per week pro rata. It requires working independently during evenings and weekends, as required. There is also an opportunity for additional hours in a Box Office capacity if it is of interest to the chosen candidate.

Reports to: Operations Manager, Venue Director

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

Key Responsibilities include but are not limited to:

Front of House Management

- Providing a strong and effective leadership and management to the Front of House Team through the implementation of Pavilion's policies and procedures
- Creating a positive and welcoming environment and atmosphere, providing high standards of customer services, and managing all audiences during their time in Pavilion Theatre
- 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
- 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
- Liaising with visiting production companies, ensuring the needs of the company are met following the policies and procedures of the theatre

General

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

The successful candidate should have the following personal specifications:

- Demonstrated track record of on-the-ground 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 Process

To apply for this position, please email a CV detailing your experiences and a cover letter briefly telling us:

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

Ideal start date: Mid-August 2022

Applications must be submitted by email to:

Niall Gomes O'Connell, Operations Manager, niall@paviliontheatre.ie

Closing date for applications: Wednesday 27th July, 5pm

Interviews will take place shortly after the closing date

Pavilion Theatre is an equal opportunities employer