



JOB DESCRIPTION & PERSON SPECIFICATION

Duty Manager (17.5 hours a week) - 8 months Maternity Cover

The Old Fire Station is a centre for creativity in Oxford housing two organisations: the homelessness charity Crisis and Arts at the Old Fire Station (AOFS). We share our building.

AOFS encourages people from all backgrounds to understand and shape the world in which we live through stories, creativity and the arts, and by connecting with others.

ART IS FOR EVERYONE. EVERYONE HAS POTENTIAL.

At AOFS, we

- produce and present across art forms
- help people to be creative
- support artists
- include people facing tough times because of disadvantage
- work with communities across Oxford

In everything we do, we consider

- facing the climate emergency
- unlearning discrimination
- being human friendly
- experimenting and listening
- building financial resilience

We do this by

- good quality relationships
- listening and learning
- encouraging creativity and risk-taking
- offering a public space which is welcoming to all
- working collaboratively online, outside and elsewhere

Essential to delivering our shared mission is the participation of Crisis members (homeless people using Crisis' services) in our work.

Role Specification

Line managed by: Front of House Manager

Works closely with: Front of House Manager(s), Front of House Assistants, Usher Mentor, Deputy Director, Technical Manager, Theatre Technician, Volunteers and colleagues at Crisis, particularly Facilities Manager and Reception staff.

Manages: None, but will supervise front of house assistants and volunteers as and when required on shift

Salary - £10,053 at 0.47 contract (£21,390 full time equivalent)

Main duties and responsibilities

Key purpose

To make sure that all front of house operations run smoothly, with excellent customer service providing an informed welcome for audiences, the general public, artists, hirers and Crisis members. Working with colleagues to understand and overcome the challenges around accessibility in public spaces to ensure equal access for everyone. To be responsible for the Health and Safety operations of the building when on duty. As well as managing the bar, the event ticketing sales, casual staff and volunteers on shift. This role is responsible for locking up and securing the building at the end of the shift.

Main duties and responsibilities

- Communicating with hirers on event nights to ensure all their requirements are met
- Representing the Front of House Manager(s) when required to do so
- Managing the volunteers on shift
- Managing the bar and overseeing that alcohol is sold responsibly and in line with our licence
- Supporting box office staff selling tickets for events
- Setting up basic audio/visual equipment as and when required e.g. projector, screen, portable PA
- Handling general enquiries from hirers, performers, promoters and the public
- Being the responsible person for fire evacuation and Health & Safety issues on shift
- Control and rotation of bar stock on shift
- Cash handling and reconciliation
- Ensuring compliance with licensing and health and safety law and regulation.

What we are looking for

Essential – If you have all of these, please apply.

- Experience of a selling and/or customer facing environment
- A commitment to excellent customer care
- Experience handling and reconciling cash
- An understanding of the importance of health and safety
- The ability to work under pressure and multi-task
- Experience of training others
- Excellent communication skills (verbal and written)
- Good Microsoft Office skills and experience
- The ability to work evenings and weekends
- A willingness to undertake appropriate training
- Energy and enthusiasm to be part of a small team
- Interest in the Arts

Desirable – if you don't have all (or any) of these, don't worry. We can teach you.

- Experience using Outlook
- Experience using event management systems
- Experience of box office systems
- Experience of working in an Arts environment
- Examples of making improvements to organisational systems
- Examples of making improvements to income streams from Front of House activity
- Experience working in a small team
- Experience working with vulnerable adults
- Previous bar work and/or retail
- Qualifications in First Aid, Fire Marshal, Health and Safety
- An eye for detail and ability to complete tasks
- Confidence around projectors and PA systems

We welcome and encourage applications from individuals without formal education and/or who identify as:

- D/deaf and/or disabled
- Neurodiverse
- Working-class, benefit class, underclass
- LGBTQ+
- Global majority* and/or migrant

*This includes people of Black Caribbean, Black African, South Asian, East Asian, South East Asian, Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage

General

- As an equal opportunity employer, we recognise the diversity shortcomings of our industry and are committed to driving change and supporting employees to provide an inclusive workplace.
- We expect staff to have a commitment to unlearning discrimination in order to become a more inclusive organisation
- We recognise the major impact that climate change is having on our world. We work as an organisation and with partners in the city towards a low-carbon sustainable Oxford. All staff are expected to share this responsibility and support this work.
- All staff are expected to be able to support and supervise volunteers and trainees on placements, including Crisis members as part of our Training Scheme
- The Old Fire Station requires an open, creative and flexible approach to the work. This job description is a guide to the nature of the work required. It is not fully comprehensive or restrictive
- The post-holder will be expected to carry out the duties of this post in line with the Old Fire Station's policies and procedures and in line with all relevant insurance, legal, health and safety obligations
- The post holder will have input into artistic and business planning and strategies, as part of an inclusive practice
- We are a small team, and all staff are expected to support work across the organisation in a practical way, not just in their own area

Conditions of service

- This is an 8-month maternity cover post
- 17.5 hours per week (evening and weekend work)
- The post is subject to a three-month probationary period
- There is an annual leave allowance of 25 days (pro rata) plus Bank Holidays, some days need to be taken at specified times during the year
- Additional work-related travel expenses (not including travel to and from the office) will be payable in line with the relevant conditions and rates agreed

Application Deadline: Monday 25th January 2021.

Interviews by Zoom: Tuesday 2nd February 2021.

Please e-mail recruitment@oldfirestation.org.uk with a covering letter and a CV and the equal opportunities monitoring form

How To Apply:

Please e-mail recruitment@oldfirestation.org.uk with a covering letter and a CV. Please also take time to fill in the [demographics monitoring form](#).

We are keen to learn more about the barriers to inclusion and it would be really helpful if you could fill in the demographics monitoring form on the website. This is anonymous and is for us to assess how well we are doing in terms of attracting applications from people who experience discrimination (ie. Racism, disability or class among others)

Have some questions?

Front of House Managers Emma Cox emma.cox@oldfirestation.org.uk and Tom Radclyffe tom.radclyffe@oldfirestation.org.uk are available if you want to discuss the role before applying. We are back in the office from the 4th January 2021. You can e-mail your question to us, or ask us to give you a call.

What to include in your covering letter:

Here are some questions that might help you with your covering letter:

- Let us know what attracted you to the job. Was it the organisation, or the role itself or some combination of factors?
- Let us know how your interests, knowledge and skills match the job description and person specification.
- If you have been on a course, had some formal education or training that you think is relevant to the post, let us know about it.
- Your CV will cover your work and/or voluntary experience, but it can be helpful in the covering letter to show how you think these experiences would be useful in this role.

If you are invited to interview you will be asked for the following information at this stage:

Two references

Details of any convictions of a criminal offence other than a spent conviction

How we can help you to feel comfortable at interview (for example do you need level entry to the interview room, prefer a particular pronoun).