



**OLD FIRE
STATION**

Duty Manager Recruitment Pack

About Old Fire Station, Oxford

The Old Fire Station is a centre for creativity in Oxford housing three organisations: the homelessness charity Crisis, the Old Fire Station (OFS) and Damascus Rose Kitchen (DRK). We share our building.

OFS 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.

See our latest impact report [here](#), and watch short videos about the OFS [here](#) and [here](#).

Learn more about our projects [Marmalade](#), [Offbeat](#), [Hidden Spire](#) and [Storytelling](#).

What we do

At OFS, 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.



About the role

The Duty Manager (DM) is responsible for ensuring all front of house operations run smoothly, providing excellent customer service and an informed welcome in line with the values and identity of the Old Fire Station. They will work with audiences, the general public, artists, hirers and Crisis members.

The DM is responsible for health and safety operations of the building when on duty and will supervise Front of House staff and volunteers on shift. At the end of the shift the DM is responsible for locking up and securing the building.

Pay: £14.50/hr

Line Manager: Front of House Manager

Supervises: FoH Assistants and volunteers as and when required on shift

Works closely with: FOH Manager, FOH Co-ordinators, Front of House Assistants, Café Staff, Usher Mentor, Deputy Director, Technical Manager, Theatre Technician, Volunteers and colleagues at Crisis, particularly Facilities Manager, Reception staff

This is a customer facing role. Evening and weekend working is essential. Usual shift times are:

- Evening 16:30-22:00 (5.5 hours)
- Weekend 09:00-17:00 (7.5 hours plus 30 minutes break).

This is a zero hours contract, with the likely requirement to be two shifts per week, one weekday and one weekend, with one weekend free per month and two weekday shifts worked that week instead.



Key Responsibilities

- Liaising with hirers or customers on event nights, to ensure their requirements are met including accessibility, catering and logistics
- Running the Front of House element of a live performance, including liaising with the theatre tech team and company, communicating with the audience and ushers as required (including use of two-way radio for internal communication) and managing any unexpected events or emergencies
- Being the responsible person for fire evacuation and Health & Safety issues during your shift and ensuring compliance with licensing and health and safety law and regulation. You will be the designated Fire Marshall during your shift.
- Responsibility for locking up/security at the end of an evening shift
- Representing the Front of House Manager when required to do so
- Managing volunteers during your shift
- Managing Event Ticket Sales for the current performance during your shift
- Completing an online Duty Manager report for each shift
- Ensuring any setup of AV equipment is carried out as and when required
- Handling general enquiries from hirers, performers, promoters and the public during your shift
- Responsibility for ensuring cashing up is completed correctly at the end of the shift, including dealing with any issues or discrepancies



Selection criteria

Essential criteria - If you have all of these, please apply

- Demonstrable experience of working in a customer-facing role and understanding and commitment to customer care
- Flexibility to adapt to a variety of situations and audiences
- The ability to work calmly under pressure
- Experience of working as part of a team and training others; energy and enthusiasm to be part of a small team
- Excellent communication skills (verbal and written)
- Competent user of IT, needs to be confident in using email as a communication tool
- Attention to detail and ability to see tasks through to completion
- An understanding of the importance and implementation of Health and Safety
- Willingness and physical ability to carry out manual tasks e.g moving chairs and tables
- A willingness to undertake appropriate training
- Interest in the arts

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

- Using Event Management and Box Office systems
- Experience of handling cash
- Experience of working with vulnerable adults
- Experience of working in a bar/café or retail environment
- Qualifications in First Aid
- Confidence around projectors/PA systems



How to apply

This is a rolling recruitment process, meaning we will interview through the process rather than waiting for a given deadline. We recommend the software Speechify for reading aloud the job description

To apply, please send your CV and a brief expression of interest explaining why you want the role (up to 250 words) to [**recruitment@oldfirestation.org.uk**](mailto:recruitment@oldfirestation.org.uk).

Have some questions?

If you would like to speak to someone about the job before you apply, please contact the Front of House manager [**zoe.pontida@oldfirestation.org.uk**](mailto:zoe.pontida@oldfirestation.org.uk) for an informal chat.

We think it is important to hire people from a wide variety of backgrounds, representative of our society, not just because it is the right thing to do, but because it enriches the arts for all and makes us stronger as a team.

We welcome and encourage applications from individuals with lived experience of discrimination and disadvantage due to class, disability, ethnicity, gender identity and expression, neurodivergence, race and sexual orientation. Please tell us if you have this lived experience in your application. Based on this, if you meet the selection criteria, we are committed to offering you an interview.



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Registered charity number 1140525