



<b>STAG COMMUNITY ARTS CENTRE</b>	
<b>Job description</b>	
<b>Position:</b>	<b>Events Deputy Manager (part time)</b>
<b>Reports to:</b>	<b>Cinema &amp; Events Manager (CEM)</b>
<b>Last updated:</b>	<b>February 2018</b>

**1. Purpose of the Job:**

To assist the CEM with the management of the cinemas, theatre, events and ancillary services to provide an excellent visitor experience for customers to the Stag Community Arts Centre. The Deputy Events Manager is responsible, with the CEM, of ensuring the Stag is fully stocked, dressed and looks its best at all times.

**2. Person specification**

**Required**

- (i) Excellent presentation and customer facing skills. Approachable, adaptable and friendly at all times
- (ii) Experience of management of events
- (iii) Confident disposition with a can-do attitude. Calm under pressure with an aptitude for patience and detail. Good communicator dealing with customer enquiries and feedback.
- (iv) Demonstrate the ability to build and maintain effective relationships with a wide range of customers to the Stag
- (v) Full personal flexibility in working. The working hours for this post will cover day, evenings, weekends and public holidays and may involve closing the building down late at night.
- (vi) Assisting customers with access needs
- (vii) Experienced in people management of other staff and supporting volunteers
- (viii) Responsible person with experience of cash handling
- (ix) Stock management, movement and stock rotation (note there is some heavy lifting). Maintenance and cleaning of stock rooms
- (x) Assistance with cleaning bar areas
- (xi) Energy and enthusiasm for the aims of the Stag Community Arts Centre

**Desired**

- (i) Experience and knowledge of appropriate Health & Safety regulations
- (ii) Experience of handling large crowds
- (iii) Experience of online booking and automatic ticketing systems
- (iv) Experience in one-to-one training and support particularly of volunteers

**3. Specific duties**

- (i) To assist the CEM and be responsible for events (preparation, staffing, volunteers, FoH, management on the day), the kiosks and bars ensuring all areas are adequately stocked and dressed for pre-event, interval and post-event sales
- (ii) To assist the CEM to monitor and manage kiosk and bar stock levels ensuring adequate stock is always available.
- (iii) To liaise with the Events Planning Manager to prepare the theatre, Plaza and other spaces required for events at The Stag.
- (iv) To act as a premises key holder (see separate specification).
- (v) Liaise with the CEM and the Operations Manager to ensure adequate and effective arrangements for the security of the building and its contents and people at all times.
- (vi) To carry out the duties of a fire warden as and when required.
- (vii) To carry out the duties of a first aider as and when required
- (viii) To carry out such duties as the Chief Executive and CEM may from time to time reasonably require.



<b>STAG COMMUNITY ARTS CENTRE</b>	
<b>Job description</b>	
<b>Position:</b>	<b>Premises Key Holder</b>
<b>Reports to:</b>	<b>Chief Executive</b>
<b>Last updated:</b>	<b>February 2013</b>

**Purpose of the Job:**

This role is allocated to individual members of staff as part of their wider duties. The Premises Key Holder is accountable for ensuring the safety and security of the building and the people within it during opening hours and when on duty, for ensuring the building is closed and secured at the end of daily activities which may include evenings and weekends.

A premises key holder is to be available for emergency callout duties as required.

- fully securing the building including securing internal doors,
  - switching off lights and power throughout the building
  - turning off water taps
  - properly setting the alarm system
- i) assist on-site duty managers with events / activities which are using the Stag such as inspect the spaces and ancillary facilities (e.g. toilets) and ensure that they are clean and tidy and well stocked for the contracted use.
  - ii) Ensure access is available to hired spaces (e.g. Stag Plaza) for hirers from the start of the hire period, that access is limited to only those parts of the building necessary to fulfill the hire contract and that the space is tidy and secured at the end of the hire
  - iii) Ensure adequate and effective arrangements for the security of the building and its contents and people at all times, with special attention to the Stag external doors and back stage access.
  - iv) Liaise with hirers over any queries or complaints and resolve issues on the spot if it is practical to do so.
  - v) Record key events, concerns, issues etc. in the Duty Managers Book. Ensure effective handover of ongoing issues / activities to the CEM or Duty Manager coming on shift.
  - vi) When required, as closing premises key holder, tour the building to ensure no one remains in it, that all taps, heaters and lights are turned off, all external windows and doors are secured shut and that all internal fire doors are closed.