



Front of House & Event Duty Manager (Part-Time)

Pavilion Theatre is seeking applications to join our team in the following position:

Job title	Front of House & Event Duty Manager
Reporting to	General Manager & Senior Event Duty Manager
Takes direction from	Technical Director
Works with	Box Office staff, Bar staff, Technical staff, Volunteers, Customers
Responsible for	On-the-ground event management and customer service experience
Location	Pavilion Theatre, Marine Road, Dún Laoghaire, Co. Dublin
Terms	Part-time, 2-3 evenings a week pro rata. Requires working independently during evenings and weekends

About Pavilion Theatre

Located in the picturesque seaside town of Dún Laoghaire since 2000, Pavilion Theatre has established itself as a cultural hive of activity for thousands of visitors each year. Serving a 324-seat theatre, our dedicated and hardworking team of 7 full-time and several dedicated and valuable part-time staff, supported by a team of dynamic volunteers, make every effort to ensure a high standard of art and culture is presented to our audiences. This includes the very best Irish and international work across theatre, cinema, literary, dance, comedy and music. A hub of culture for the Dún Laoghaire area since 1903, Pavilion Theatre reflects on the successes of the past with the aim of continually improving its service and dedication to the arts, artists, and to each and every visitor that walks through its doors.

Position Profile

We are looking to hire a personable and hard-working individual to join our Front of House team. This person will be responsible for the on-the-ground event management of Pavilion's events, and will 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 Senior Event Duty Manager and the General 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.

Key Responsibilities

Key responsibilities include, but are not limited to:

Front of House Management

- Responsible for the safe, smooth and efficient running and management of front of house operations for Pavilion events.
- Planning and coordinating the organisation of each event to the highest and most efficient standard.
- Providing effective management and direction to all support staff and volunteers.
- 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
- Using one's own initiative to solve problems during show time, and calling for support from other staff when required.
- 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 and artists, ensuring the needs of the company are met in line with the policies and procedures of the theatre.

Volunteer Programme

- Managing Volunteers for each event.
- Assisting with the Volunteer Programme in conjunction with the Volunteer Coordinator and General Manager.
- Checking volunteer emails at the start of each shift.
- Replying in a timely fashion to time sensitive emails.

Health & Safety

- To attend training provided by Pavilion Theatre relating to Fire Evacuation procedures and other relevant Health and Safety requirements of the venue.
- To attend First Aid training and to be a First Aid responder while working at Pavilion Theatre.
- 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.
- Completing health and safety report forms for any accidents or incidents that happen while on shift.

General Tasks

- Ability to use discretion in making decisions within the scope of the role, and to liaise with line manager if guidance/assistance is required.
- Ability to work under pressure and to manage their own time effectively, particularly in relation to deadlines with an achievement-oriented attitude.
- Managing and taking responsibility for the sale of merchandise.
- Co-ordinating the foyer and gallery areas for receptions.
- Ensuring volunteers are given an effective briefing pre-show in a timely manner, who are then managed and supported throughout the event and keeping them motivated in their roles.
- Implementing Pavilion Theatre Child Protection Policy and occasionally assist backstage as a chaperone if extra supervision is required to fulfil our Child Protection standards.

The above list details in a broad way the duties to be performed by the Front of House Duty Manager. It is not an exhaustive or definite list and other duties may be assigned by the Senior Event Duty Manager, General Manager or Executive Director.

Person Specification

- Excellent positive, efficient, and courteous verbal communication skills
- A high level of attention to detail in all facets of your work
- A high work ethic and use of initiative in the role
- A high standard of cleanliness and hygiene and to follow Pavilion's Dress Code
- Problem-solving attitude
- Ability to work under pressure
- Excellent cash handling skills
- Availability to work daytimes, evenings and weekend shifts as per roster

Terms & Conditions

- Rate: Commensurate with experience.
- Working hours: Part-time, 2-3 evenings a week pro rata. Requires working independently during evenings and weekends.
- Location: Pavilion Theatre, Dún Laoghaire.

Application process

To apply for this position, please send a CV detailing your experiences (with references) and a cover letter telling us:

1. Why you think you would be the most suitable candidate for this role
2. Outlining your most relevant experience to support your suitability
3. Names and positions of two referees relevant to your application

Applications must be submitted to:

Niall Gomes O'Connell

General Manager

niall@paviliontheatre.ie

Closing date for applications: 5pm, Tuesday 18 March 2025.

Starting date: Negotiable but preferably end of March/start of April 2025.

Pavilion Theatre is an Equal Opportunities Employer.

No correspondence can be entered into during the process of application or selection. This job description reflects the core duties and responsibilities of the post when advertised. As the theatre develops, there will inevitably be some changes to duties and responsibilities. We expect the successful applicant will recognise this and will adopt a flexible approach to work, which may include undertaking additional training. Pavilion Theatre is a Company Limited by Guarantee and a Charity which is governed by a Board of Directors / Trustees.