

Pavilion Theatre, Dún Laoghaire-Rathdown, is now seeking applicants to join our team for the following position:

Job Title: Senior Event Duty Manager

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 General Manager, the Senior Event 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.

Reports to: General Manager, Executive Director

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

Contract: This role is part-time, with a minimum of 30 hours per week pro rata, 5 days per week pro rata. It requires working independently during evenings and weekends.

There is potential for additional hours in other areas of the business.

Rate: Will be commensurate with experience.

Key Responsibilities include but are not limited to:

Front of House Management

- Provide a strong and effective leadership and management to the Front of House Team
- Supervise and oversee Pavilion Theatre's Box Office, Bar, Front of House and Volunteer departments for each event
- Maintain professional relationships with incoming visiting companies and event organisers, ensuring effective communication and planning during their time at Pavilion
- In conjunction with relevant departments, plan and coordinate the organisation of each event to the highest and most efficient standard
- Create a positive and welcoming environment and atmosphere, and managing all audiences during their time in Pavilion Theatre
- Implement Pavilion Theatre's policies and procedures in a consistent and efficient manner
- Develop and encourage high standards of customer service throughout the theatre in all front of house areas
- Ensure volunteer ushers are given an effective briefing preshow and manage their performance for each event.

- Identify any event management areas that require improvement to maximise efficiency, and coordinate with the General Manager to introduce these new initiatives

Health and Safety

- Attend all Health and Safety training relevant to this role
- Implement Pavilion Theatre's Health and Safety procedures and emergency evacuation procedures as and when required
- Ensure the safety of patrons, volunteers and staff through quick decision making

Front of House Administration

- Manage stock levels and ordering of new stock for Pavilion's Bar
- Conduct monthly stocktakes and update relevant reports
- Assist the General Manager with the venue's policy reviews
- Acting as Pavilion's Assistant Designated Liaison Person for Child Protection, and ensuring that Pavilion's Child Protection policies are enforced to fulfil our high child protection standards
- To keep up to date with all relevant training, such as manual handling, first aid and fire evacuation, and to enforce Pavilion's Health and Safety policies for each event

General Event Tasks

- Manage the sale of merchandise
- Co-ordinate the foyer and gallery areas for receptions

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 General Manager or Executive Director.

The successful candidate should have the following personal specifications:

- Demonstrated track record of Event or Stage Management
- Strong decision-making skills
- Customer service; at least 2 years' experience
- Excellent communication skills
- Experience of working with volunteers
- Good administration, financial and cash handling skills
- A high level of attention to detail in all facets of your work

- A high work ethic and use of initiative within the role
- Ability to work under pressure and to deadlines

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, Friday 20th September 2024

Interviews will take place the week of September 23rd 2024

Starting date: Early October 2024

Pavilion Theatre is an equal opportunity 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. The organisation is managed by the Executive Director who is supported by a Technical Director, General Manager, Marketing Manager, Creative Administrator, and Finance Manager and a wonderful team.