

# Job Pack

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## Duty Manager



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## Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

***“The best of town, country and coast”***

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**We are able to offer our staff a range of benefits and access to discounts as follows:**

- Membership at local leisure centres who are part of Wave Leisure across the District and Borough and at the Sovereign Centre in Eastbourne.
- Eastbourne Downs Golf Club
- Kaarp Benefits which are only available to Local Government employees and includes between 3 and 4.5% savings at supermarkets when purchasing a gift card as well as savings on attractions and discounts on many other things.
- Chorus Workplace Savings Scheme
- Boundless which includes up to 10% off high-street and supermarket goods through discounted pre-paid shopping cards.
- CSSC which includes free entry to a number of tourist attractions and a free tastecard as well as discounted cinema visits and 4% saving on supermarket shopping through pre-paid shopping cards.
- Public Sector Discounts – by paying £9.99 for a Black Card £2.99 staff are able to access discounts such as 2.5% cashback – ASDA, 3.5% cashback – Sainsbury's, Waitrose and M&S, 4.5% cashback on B&Q and Primark and 5% cashback – Boots, Carpetright, Clarks, feelunique, Halfords, Harvester, John Lewis, National Express, New Look, River Island, Body Shop, Nike, The White Company, The Works, Waterstones, Wilko etc.
- Easit – the Councils have joined the Queens Award winning easitNETWORK group through which we hope to influence travel behaviour in the area by providing a full range of transport options to encourage staff to adopt more sustainable commuting habits. EasitNETWORK is a social enterprise, not for profit organisation that is all about sustainable travel. Our staff can benefit from many transport discounts including 15% discount on Southern rail journeys across the network (except central London zones 1,2,+ 3); including peak time travel; 10% discount at Halfords on all bikes, cycling accessories, servicing and parts; 15% discounts on monthly and annual bike insurance and 25% discount on new, electric, folding Beat Bikes.
- Eyesight tests vouchers are available for all drivers and computer users which include a discount off selected glasses and when glasses are required solely for VDU use.
- Vouchers for fully funded flu vaccinations through Boots which staff can redeem, arrange and book at a participating Boots Pharmacy of their choice.
- Cyclescheme - The UK's leading provider of the cycle to work scheme and the founding member of the Cycle to Work Alliance. It enables our staff to get a bike tax-

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free, saving between 25-39%. Participants can choose from over 2,000 retailers and enjoy the ability to shop in-store or online.

- We also understand that balancing everyday life together with the requirements of work and home can create pressures for all of us. To support our staff in achieving this balance we have an Employee Assistance Programme (EAP) in place. Our EAP is currently provided by Health Assured an independent external organisation who work to a robust professional code of strict confidentiality.
- They offer both emotional and practical support to our staff when they feel they need it. They also have qualified legal advisors who will assist with any legal matters. They will provide advice and guidance on matters such as writing a will, tenancy and housing concerns, divorce procedures, boundary disputes, probate costs, motoring issues, property and partnership rights and immigration information.
- Our EAP is available 24/7, 365 days and year. As part of this service we are also able to offer staff access to an app where they can find useful articles and webinars alongside an enhanced set of wellbeing tools and engaging features to support wellbeing and wellness.
- Within the Councils we have a number of staff trained to provide 'first aid' to staff experiencing mental health issues. Mental Health first aiders are trained to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
- They are able to empower others to access the support they might need for successful management of symptoms. This could include self-help books or websites, accessing services via their GP, the EAP, other support groups and more.

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# Job Description

<b>Post Title</b>	<b>Duty Manager</b>
<b>Service Area</b>	<b>Tourism and Culture</b>
<b>Team</b>	<b>Theatres</b>
<b>Grade</b>	<b>C</b>
<b>Reports to</b>	<b>Customer Experience Manager (CEM)</b>
<b>Date prepared</b>	<b>July 2023</b>

## Job Purpose

To support in the provision of the Eastbourne Theatres Front of House Department. To act as regular Duty Manager for shows and events ensuring health and safety and public licencing compliance. To be responsible for delivering a first-class customer experience and for maximising all potential on ancillary sales.

## Key Tasks

1. As a Duty Manager you will be responsible for all permanent and casual staff operating front of house duties at each event.
2. To Duty Manage at the various shows and events within the Devonshire Quarter.
3. Assist the Customer Experience Manager with managing, motivating, supporting, training and engaging front of house staff to ensure the smooth and efficient running of all events within the FoH areas.
4. Ensure all Health & Safety and Theatre Licensing Regulations are being fully adhered to, maintaining appropriate orderly records.
5. To ensure execution of all 'evacuation procedures' and deliver and participate in regular training in line with legislation to verify guidance is fulfilled.
6. To administer and manage the sales of soft and hot drinks, confectionery, merchandise, ice cream and programmes to achieve maximum sales. To monitor sales reports of ancillary purchases.

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7. To support with monthly stock controls for all ancillary sales and provide accurate income and expenditure figures.
  8. To ensure all procedures and systems relating to building security are adhered to and report any concerns to the CEM.
  9. To review and implement the security requirements across the Devonshire Quarter for all Theatre Shows and Hiring Events.
  10. To assist with the preparation of efficient rotas for all FoH staff.
  11. Monitor the cleanliness of the venues and provision of supplies. Report any concerns to the CEM and Facilities and Operations Manager immediately for review.
  12. To liaise with Company Managers, Conference co-ordinators, Exhibition and Events organisers to ensure that all activities are efficiently managed to the highest standards meeting all our customers' requirements.
  13. To prepare all visiting company merchandising requirements, including pre arrival arrangements, arrival stock check, weekly sales figures, closedown, and final administration paperwork. Ensure this is completed and presented to Finance within agreed time frame.
  14. To identify and report all maintenance and repair issues to the Maintenance Team and ensure appropriate action has been taken.
  15. To oversee the displayed publicity and marketing material in FoH areas to the best possible effect ensuring displays are up-dated regularly.

### **Corporate Accountabilities**

16. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
17. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations.
18. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
19. To understand and apply the council's Data Protection and Data Quality policy and procedures.
20. Any other duties commensurate with the nature of the post.

21. Work shifts to meet the requirements of the role.
22. You will be required to support Eastbourne Borough Council's corporate priorities and to ensure business continuity e.g., emergency response, elections, deployment to critical services.
23. To work within the Council's Management and Core Competencies Framework(s). Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

### Core Competencies

<b>Sharing the Vision - Shaping the Future</b>	<ul style="list-style-type: none"> <li>• Understands the Council's purpose, context, goals, objectives, and values, and is willing to behave consistently with them.</li> <li>• Knows the strategic direction of the Council and acts in support of it.</li> </ul>
<b>Communicating Well</b>	<ul style="list-style-type: none"> <li>• Contributes to and participates in an organisation where high quality information flows smoothly both internally and externally.</li> <li>• Works positively to gain understanding from others.</li> </ul>
<b>Driving Improvement Performance &amp; Results.</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and ownership for decisions, actions, and results.</li> <li>• Takes actions to improve skills, knowledge, and level of contribution.</li> <li>• Seeks and delivers high standards for self, team, and Council</li> </ul>
<b>Self-Management</b>	<ul style="list-style-type: none"> <li>• Self-motivated and professional.</li> <li>• Is organised and uses time and technology efficiently.</li> <li>• Adopts a flexible approach to change</li> </ul>
<b>Delivering for our Customers</b>	<ul style="list-style-type: none"> <li>• Demonstrates a desire to identify and give priority to meeting and exceeding the needs of internal and external customers, generating high levels of customer satisfaction</li> </ul>
<b>Working Together</b>	<ul style="list-style-type: none"> <li>• Actively contributes to team working, sharing information, valuing the input of others.</li> <li>• Works co-operatively and is committed to building, productive, positive relationships.</li> <li>• Demonstrates commitment to achieving overall team objectives</li> </ul>



## Management Competencies

<b>Leadership</b>	<ul style="list-style-type: none"><li>• Inspires and engenders commitment in others.</li><li>• Leads from the front and by example.</li><li>• Presents a united corporate view.</li></ul>
<b>Managing and Developing Performance.</b>	<ul style="list-style-type: none"><li>• Coaches and supports individuals and teams to perform at their best, motivating and developing them to achieve high performance.</li></ul>
<b>Managing Resources</b>	<ul style="list-style-type: none"><li>• Ensures the Council's priorities are achieved through planned action programmes.</li><li>• Makes best use of resources, ensuring value for money</li></ul>
<b>Managing change</b>	<ul style="list-style-type: none"><li>• Embraces, facilitates, implements and manages change to improve and develop services</li></ul>

**This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.**

## PERSON SPECIFICATION

### QUALIFICATIONS

<b>Essential</b> <ul style="list-style-type: none"><li>• 5 GCSE or Equivalent including Maths / English</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Evidence of undertaking some form of further education – 'A' Levels / Degree</li><li>• Knowledge of Licensing requirements.</li></ul>
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### TRAINING

<b>Essential</b> <ul style="list-style-type: none"><li>• Customer Services</li><li>• First Aid at Work</li></ul>	<b>Desirable</b> <ul style="list-style-type: none"><li>• Supervisory management / staff motivation</li><li>• Registered Door Supervisor</li><li>• Cash Handling Processes</li></ul>
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## SKILLS & ABILITIES

Essential	Desirable
<ul style="list-style-type: none"><li>• Excellent communication skills</li><li>• Excellent customer service skills.</li><li>• Able to supervise and manage a team.</li><li>• Organisational skills</li><li>• Able to take responsibility for management of buildings</li><li>• Ability to manage potentially confrontational situations positively.</li></ul>	<ul style="list-style-type: none"><li>• Workings of receiving Touring Theatre product</li></ul>

## KNOWLEDGE

Essential	Desirable
	<ul style="list-style-type: none"><li>• Premise Licence Legislation</li><li>• Health &amp; Safety Legislation</li></ul>

## EXPERIENCE

Essential	Desirable
<ul style="list-style-type: none"><li>• Managing a front-line customer interfacing department.</li><li>• Previous experience of front-line work within a theatre environment</li><li>• Managing a team.</li></ul>	<ul style="list-style-type: none"><li>• Duty Managed within a theatre.</li></ul>

## OUTSIDE INTERESTS

Essential	Desirable
	<ul style="list-style-type: none"><li>• Music and Performing Arts.</li></ul>

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## PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential	Desirable
<ul style="list-style-type: none"><li>• The ability to access all parts of the venues.</li><li>• Able to work unsociable hours.</li><li>• Able to be flexible in pattern of working.</li><li>• Able to present a positive image of the council.</li><li>• High level of common sense</li><li>• Enjoyment of working with the public</li></ul>	

*All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.*

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# TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

## **Duration**

This is a permanent contract.

## **Conditions of Service**

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band C.

## **Salary**

The spinal column points (SCP) for the post are as follows:

SCP 6	£22,361
SCP 7	£22,770
SCP 8	£23,187
SCP 9	£23,612

## **Hours**

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

## **Place of Work**

Your normal place of work will be the Devonshire Quarter, or such other places within the boundaries of Lewes District and Eastbourne Borough as may reasonably be required.

## **Probationary Period**

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

## **Casual User Car Mileage**

You will be entitled to mileage as a casual user on official business. This mileage is reviewed annually.

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## **Annual Leave**

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 26 days. This increases to 30 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

## **Notice Period**

The contract of employment applicable to this post will specify a minimum period of one calendar month to be given by either side.

## **Pension**

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2023 are:

Pay Range	Contribution
Up to £16,500	5.50%
£16,501 to £25,900	5.80%
£25,901 to £42,100	6.50%
£42,101 to £53,300	6.80%
£53,301 to £74,700	8.50%
£74,701 to £105,900	9.90%
£105,901 - £124,800	10.50%
£124,801 - £187,200	11.40%
£187,201 or more	12.50%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 5.8%