

# TRON THEATRE

## Duty Manager – Café/Bar

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Located in Glasgow's Merchant City, Tron Theatre consists of a 230-seat auditorium, a 75-seat studio/rehearsal space, two 60-seat rehearsal/event spaces, dressing rooms, a 'get-in' area, a box office, a Café/Bar and office accommodation for administration and production staff.

Tron Theatre is both a producing and receiving theatre. We produce four Tron Theatre Company shows a year as well as delivering a busy programme of visiting work to include drama, dance, music, and comedy.

As a Duty Manager, you will be responsible for the on shift running of the café/bar area. You will support the Head of Venue Management, Box Office & Front of House Duty Managers, and work closely with another Café/Bar Duty Manager to ensure the best possible audience experience and staff working environment. In addition, you will have a strong knowledge and skillset to contribute toward the creation of food menus for both the café/bar and ad hoc events in partnership with the Head of Venue Management.

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Team:	Audience Operations The team comprises of 1 Head of Venue Management, 4 Duty Managers, 1 Depute Duty Manager, 4 Box Office & Reception Assistants, 16 Front of House Assistants and 8 Café/Bar Assistants.
Responsible to:	Head of Venue Management
Responsible for:	Café/Bar Assistants
Location:	The job is based within Tron Theatre, Glasgow City Centre Note: Remote/hybrid working is not available for this position
Contract Type:	Permanent Salaried Contract
Working Hours:	30hrs per week Shift based, in rotation with other Duty Managers. Primarily evenings & weekends with some weekdays
Remuneration:	£27,851.20 (pro-rata)
Holidays:	20 days, plus Public Holidays (pro-rata)
Pension:	Tron Theatre is part of the UK Government auto-enrolment scheme.

# Key Skills

## ESSENTIAL

- 2 years or more experience of supervising and managing staff
- First Aid qualification
- Scottish Personal Licence Holder (SCPLH)
- Knowledge of food trends within hospitality
- Proven ability in menu creation, cost control, budgeting and financial management
- Food Hygiene Certificate qualification – Level 2
- Excellent communication, both verbally and in writing
- Previous experience of cash handling and reconciliation
- Proven ability to provide a high level of customer service and efficiency during periods of intensity
- Proven ability to work closely and lead a small team and collaborate with others
- Demonstrable verbal, numeracy, and problem-solving skills
- A friendly, hardworking, and flexible approach to customer service and all aspects of bar work
- Presentable, honest, reliable, and professional with an approachable manner
- Excellent time management skills
- Ability to work on own initiative and within a team
- High attention to detail
- High standards of hygiene and the ability to maintain a clean and organised working area
- Previous keyholder experience
- Sound knowledge of General Data Protection Regulations, UK Data Protection Legislation

## DESIRABLE

- Food Hygiene Certificate qualification – Level 3
- Experience of working/supervising in a café, café/bar, or theatre bar setting
- Knowledge of café and bar-based Health & Safety legislation
- Knowledge of Payment Card Industry Standards (PCI DSS)
- Experience with analytics, surveying, and reporting
- Experience of trailing, monitoring and reporting back on new policies, procedures and systems
- Knowledge of/interest in the Arts, particularly in Scotland
- Experience of working in the charitable sector

# Key Responsibilities

## HR and Staff Management

- Manage café/bar staff to support the successful running of the café/bar, theatre programme and all Tron events
- Create and manage venue rota, ensuring appropriate levels of staffing are maintained and correct
- Identify and manage training and development needs of the café/bar staff team, carrying out on the spot refresher training as and when appropriate, and working with the Head of Venue Management to address any issues within the team
- Assist in implementing and applying all organisational and departmental policies and procedures, monitoring their effectiveness and reporting to Head of Venue Management.

## Administration & Finance

- To maintain systems to allow accurate reporting on purchases, sales, and returns
- To maintain cash drawers, floats, and safes across the department
- Carry out and monitor cash management procedures
- Produce financial reconciliation reports and banking
- Produce staff payroll ensuring that holiday and TOIL accrual is calculated correctly
- Review weekly financial transactions, and updated logs to maintain accurate settlement records
- Assist in the management of stocks & sales including ordering & purchase of stock
- Assist in the management, delivery, reporting and reconciliation of our pre-order offering
- Carry out monthly stock checks & reconciliation
- Take responsibility for ensuring PCI DSS compliance is adhered to

## Customers and Access Services

- Collaborate with other departments to deliver the highest level of customer service, contributing to each end of show report
- Lead staff briefings and feedback sessions before every shift confidently and in an effective way
- Carry out adequate pre-trading checks, including emergency exits and evacuation routes
- Ensure team is delivering on our customer service & visitor experience strategy inc. accessibility
- Ensure high standards of presentation, housekeeping and atmosphere are maintained
- Adhere to our customer complaints policy
- Assist with the monitoring and maintenance of our access service equipment in line with policies and procedures

## Theatre Programme, Events and Hires

- Carry out the management and delivery of service for private events and hires (inc. external hires of Audience Operations services)
- Manage the sale of café/bar services and perform advanced level transactions such as exchanges, refunds, and rebalancing transactions, inc. chargeback paperwork for internal purchases
- Programme our systems (POS/menus etc) for season launches and ad hoc events

## IT & Systems

There are multiple systems within the department, all with varying levels of usage.

- Duty Managers are expected to use the following IT & Systems:
  - Artifax [building programming system]
  - crowdEngage [mobile ticketing]
  - DotDigital [marketing & customer information mailing system]
  - Square [merchandise POS]
  - Microsoft O365 [company server, email, and telephone system]
  - Monitor staff activity to ensure high level of accuracy in processing transactions
  - Assist with the programming and development of systems to better serve the team and wider organisation

## Health & Safety

- Assist in monitoring the maintenance and safety of public areas and facilities, reporting issues to Head of Venue Management
- Act as Fire Marshall and First Aider, ensuring safe evacuation in the event of an emergency
- Ensure all Housekeeping duties are carried out to maintain the best environment for customers
- Assist with fostering a positive H&S culture throughout the department, ensuring all tasks are conducted in accordance with H&S policies
- Ensure all safety equipment is well maintained and in good working order reporting back any issues
- Assist with safety inspections to ensure continued compliance & good practice within the department
- Take part in venue wide emergency drills and other key evacuation drills

## Other Duties

- To take part in and occasionally lead training sessions and meetings with the team
- To ensure that all venue services operate in an environmentally friendly manner
- To always uphold the reputation of the Tron
- To understand and support the aims and objectives of the Tron and ensure that these are reflected in service delivery
- Any other duties or projects commensurate with the post as required by the Audience Operations Manager.