



<b>Job title</b>	Duty Manager (sales)	<b>Job family and level</b>	Administrative, Professional and Managerial Level 2
<b>School/ Department</b>	Lakeside Arts, External Relations	<b>Location</b>	Lakeside Arts, University Park Campus (and other on campus and city venues as required)

## Purpose of role

The role holder will work closely with both the Lakeside Arts' Front of House and Box Office teams to ensure the efficient and safe running of Lakeside's diverse programme including the visual, performing and participatory arts, the University of Nottingham Museum, Manuscripts & Special Collections, Hires, University and student events.

To provide administrative support for customer-facing operations across Lakeside, including the recruitment and development of casual team members, and deliver the highest standards of customer service and care for members of the public and visiting artists alike. You will ensure the successful day to day delivery of Box Office and/or Front of House operations, and ensure the safety and security of Lakeside's facilities, exhibits and visitors.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Customer service and sales</b></p> <ul style="list-style-type: none"> <li>▪ Deliver effective and professional customer care across Lakeside Arts' facilities and programme for visitors, students, staff, clients and visiting Artists/companies.</li> <li>▪ Deal appropriately with any incoming enquiries and feedback (in-person, phone, email, Messenger) relating to facilities, customer service, or private hires.</li> <li>▪ Undertake front facing customer service and sales, processing payments/refunds and updating customer records via Tessitura or EPOS as required.</li> <li>▪ Provide accurate information to customers on Lakeside's artistic programme and private hires; be knowledgeable about wider university events and facilities, as well as events taking place elsewhere in Nottingham.</li> </ul>	35%
2	<p><b>Administration and financial</b></p> <ul style="list-style-type: none"> <li>▪ Complete regular administrative tasks including: daily reports including customer feedback, security notes, PRS forms, accidents/incidents, collation and distribution of visitor, audience and sales figures, supporting retail operation.</li> <li>▪ Process bookings, prepare contracts, statistics and/or invoicing in relation to private hires.</li> <li>▪ Ensure that customer records are accurate and personal data is processed in line with data protection legislation and university procedures.</li> </ul>	30%

	<ul style="list-style-type: none"> <li>▪ Create seasons, performances and seating plans, setup ticket offers and pricing rules in Tessitura, and support Box Office Manager as required.</li> <li>▪ Undertake regular financial administration including: daily reconciliation, banking and accounting for cash sales, arranging per diems to artists in line with university procedures.</li> <li>▪ Assist with month-end reporting including reconciliation of ticket sales and shop sales, and stock take and reports.</li> </ul>	
3	<p><b>Exhibitions, events and facilities management</b></p> <ul style="list-style-type: none"> <li>▪ Collaborate with a broad range of Lakeside staff to ensure high quality event and facilities management at all times.</li> <li>▪ Ensure the safe operation and management of Lakeside Arts' facilities and programme; provide first-aid, record and report accidents and manage evacuations.</li> <li>▪ Ensure security of all Lakeside premises/venues following prescribed procedures to meet insurance and safety requirements.</li> <li>▪ Open and close Lakeside buildings within agreed procedures.</li> <li>▪ Contribute to the revision of procedure manuals, health &amp; safety audits, annual licensing meetings with external bodies and other operating procedures as required.</li> </ul>	15%
4	<p><b>Supervision of customer-facing casual team</b></p> <ul style="list-style-type: none"> <li>▪ Work closely with Front of House Manager and/or Box Office Manager (as required) to ensure cost effective and appropriate staffing for Lakeside programme and venue hires.</li> <li>▪ Assist with recruitment and support the delivery of training of customer-facing casual team members.</li> <li>▪ Deputise for the Front of House Manager and/or Box Officer Manager as required.</li> <li>▪ Daily supervision, management, and performance monitoring of the casual customer-facing team across Lakeside's facilities, instilling a sense of teamwork and pride in Lakeside and the University of Nottingham.</li> </ul>	10%
5	<p><b>Professional support for artists, installations and hires</b></p> <ul style="list-style-type: none"> <li>▪ Maintain, set-up and where necessary operate resources including IT and ticketing equipment, display units, retail and hire displays.</li> <li>▪ Ensure appropriate stock levels of specialist equipment and tools, materials and consumables, including hospitality, ticketing and retail stock.</li> <li>▪ Organise relevant artist support including booking transport, accommodation, and merchandise sales.</li> <li>▪ Assist with installation/de-installation of all exhibitions/events across Lakeside Arts and the University of Nottingham.</li> <li>▪ Provide accurate information to the Head of Visual Arts for the updating of the University Art Collection database as artwork is audited, condition-checked or moved.</li> </ul>	5%
6	<p><b>Other</b></p> <ul style="list-style-type: none"> <li>▪ Comply with the University and Lakeside's policies including Child Protection, Diversity, Equal Opportunities, Data Handling and Protection, and Health &amp; Safety.</li> <li>▪ Support the Marketing team by monitoring marketing campaigns and effectiveness of publicity material as required.</li> <li>▪ Undertake any other duties as required appropriate to the grade and role.</li> <li>▪ Undertake all necessary training to fulfil the role effectively.</li> </ul>	5%

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ A strong and demonstrable interest in, and knowledge of, the arts and/or heritage</li> <li>▪ Commitment to the highest standards of customer care</li> <li>▪ Careful and methodical approach, with excellent attention to detail</li> <li>▪ Ability to multi-task, prioritise workloads and work to deadlines</li> <li>▪ Ability to act on initiative</li> <li>▪ Flexible approach to working hours, including evenings and weekends</li> <li>▪ Computer literate in MS Office</li> <li>▪ Excellent numeracy and literacy skills</li> <li>▪ Team leader and team player</li> <li>▪ Willing to be trained in use of EPOS till/stock system</li> <li>▪ Excellent interpersonal and communication skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Confident and skilled in use of hand tools</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Demonstrable experience of best practice in customer care</li> <li>▪ Experience of motivating others to deliver excellent service</li> <li>▪ Experience of cash handling and payment card transactions.</li> <li>▪ Experience in using a CRM/Box Office system (Tessitura)</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of using EPOS till/stock system</li> <li>▪ Experience of using Tessitura</li> <li>▪ Experience of handling and installing works of art.</li> <li>▪ Experience of supervising a team</li> <li>▪ Experience of drawing up and managing change in staff rotas</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>▪ Good standard of education including five GCSEs or equivalent (two must be in Maths and English, minimum grade C) and significant previous work experience in a similar role.</li> <li>▪ First Aider, or willingness to be trained</li> </ul>	



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

- Valuing people** Is open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
- Taking ownership** Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
- Forward thinking** Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
- Professional pride** Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
- Always inclusive** Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

## Key relationships with others

