

## Duty Manager Recruitment Pack August 2022



### Thank you for your interest in joining Polka

We are...*"The place to be for children's theatre"* [ayoungertheatre.com](http://ayoungertheatre.com) and *"one of the best-equipped kids' theatres in the world"* Time Out.

This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and knowledge you would bring to the role and the qualities and values we're looking for. It also explains how you can apply and the interview process.

This pack includes information about (in order):

- Main terms and benefits.
- Working, wellbeing and learning at Polka.
- Polka Theatre, including what sort of people work with us and what we need for this role.
- Job description.
- Person specification.
- How to apply.
- Interview process.



As part of your application please give us examples of your skills, knowledge and experience. You can find what we're looking for in this role in the Person specification.

We look forward to receiving your application by **3pm on Thursday 15<sup>th</sup> September 2022**

If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. If you would like to discuss this role in more detail please let us know. You can call Chris Hoare, Senior Duty Manager on 020 8545 8332 or email [chris@polkatheatre.com](mailto:chris@polkatheatre.com)

## **Main Terms and Benefits**

This role is for a casual worker. It is normally based at Polka Theatre 240 The Broadway, Wimbledon, London SW19 1SB.

**Job title** for this role is Duty Manager. Your manager will be Senior Duty Manager. You are responsible for Visitor Service Attendants and Volunteer Visitor Services Assistants when on shift, in conjunction with the Volunteer Coordinator.

**Salary** is £11.70 per hour.

**Hours** Polka Theatre is open Tuesday to Sunday each week and hours are worked according to the needs of the theatre's performance schedule and, therefore, no minimum weekly hours are guaranteed. Schedules are confirmed two weeks in advance with an additional two weeks rolling notice. Shift length may vary slightly depending on the length of the performances & operational demand.

**Holiday** This depends on the number of hours that you actually work and will be allocated pro-rata based on a full-time entitlement of 20 days' holiday per year plus bank holidays.

### **Pension and benefits**

- If eligible, after 3 months you will be automatically enrolled into NOW Pensions scheme in accordance with statutory deadlines and contributions.
- Complementary tickets for all Polka productions subject to availability.
- Discounts on main meals, tea and coffee in Polka's café.
- Discounts on the shop.



## Working, Wellbeing and Learning at Polka

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people from the Global Majority, people across the gender spectrum and people who self-identify as disabled, who are underrepresented in our sector. Our newly redeveloped venue is accessible for wheelchairs and prams/buggies; most spaces can be accessed step-free.

As a children's theatre we are generally open during the daytimes and weekends, rather than evenings, making us well suited to people who have families and/or other caring responsibilities outside of work. As a community rooted venue, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London. Our environment is important to us, and we have radically improved our building's sustainability, and our Green Team help to implement practical operational changes.

We want to help people achieve their potential while working at Polka. We prioritise our mental health and the culture of working at Polka by having regular team days to share and learn from each other, providing the opportunity to work flexibly (subject to the type of role) and a range of social events. We invest in our people through training opportunities which help us learn and understand more about working together. Recently this included trans-awareness, equality, diversity and inclusion and mental health awareness.



## About Polka

Polka is a pioneering national theatre for children based in Wimbledon, Southwest London. The first UK venue to be created exclusively for young audiences, we celebrated our 40th anniversary in 2019. We are one of just a handful of dedicated children's venues in the UK. Presenting a year-round programme of new work made at Polka, visiting shows, and Creative Learning activities for 0–12-year-olds, we continue to pioneer developments in children's theatre, nurture artistic talent in the sector, and maintain an international reputation while serving local communities.

Polka is a charity and Arts Council England National Portfolio organisation. Our mission is to empower children to navigate their world through inspirational theatre and creative experiences. Around 100,000 people visit us each year and a further 18,000+ take part in creative learning and community activities. We involve children at every stage of the creative process and lead the way in Early Years theatre for under 6s together with our academic collaborators and the Culture Europe funded Mapping programme.

Inclusivity is and always has been an integral part of the company's offer. In 2007, Polka pioneered relaxed performances for children on the autistic spectrum, a model which continues to be replicated across the cultural sector. We run a free ticketing scheme, enabling children from deprived areas to experience live theatre for the first time, and a range of initiatives that provide opportunities for children with particular access needs or who live in challenging circumstances to participate in our activities. We offer opportunities for all children and families regardless of age, ability, culture, or background, to engage in theatre.

This is an exciting time to be joining Polka. Our redeveloped venue opened to the public in summer 2021. Since opening our Wimbledon home in 1979, over 3.5 million children, parents, teachers and carers have been through our doors, and we now have an opportunity to redevelop and reimagine Polka for future generations.

Our website ([www.polkatheatre.com](http://www.polkatheatre.com)) gives you more information about us. We are funded by Arts Council England, London, registered charity number 256979.

## What sort of people work with us?

We are looking for people who share our mission, vision, and values through their work. As part of our team, you will be conscientious, proactive, and reliable in your approach to work and have a willingness to learn and adapt to changes. We support and champion each other. You don't need to have a degree, specialist arts qualification or years of experience to work with us. We will support you to fulfil your full potential in your role.

**Mission** To empower children to navigate their world through inspirational theatre and creative experiences.

**Vision** Improving children's lives, bringing communities together, creating ground-breaking theatre.

Our values:

**Child-centred** placing children at the heart of everything Polka does.

**Community** engaging our diverse communities of children, families, educationalists, and artists.

**Excellent** pioneering, adventurous, offering the highest quality.

**Memorable** creating magical, meaningful experiences.

**Inclusive** welcoming, accessible, nurturing, supportive, representative.





## What do we need for this role?

This is the role for you if you:

- Would like to work for a pioneering national children's theatre.
- Have a passion for delivering exceptional customer service.
- Have worked in a live performance venue before.

Working with the Senior Duty Manager, Duty Managers are responsible for facilitating the efficient day to day running of our venue. You will embody the ethos of Polka, working proactively to maintain a professional, welcoming, and safe environment for our visitors and team members. You will:

- Monitor the wellbeing and safety of the theatre audience and visitors.
- Support our Volunteers and provide an enriching experience.
- Train and lead the team in always delivering exceptional visitor service.
- Make sure that there the operation of Visitor Services and the venue programme is smooth and efficient.
- Support and step in for the Senior Duty Manager.

## Job Description

**Here are more details about the responsibilities for this role:**

- Supervise the day to day running of the venue with confidence, enthusiasm, and leadership.
- Support the visitor services team with all customer facing operations including volunteer visitor service assistants in the theatre, café and shop as well as patrons who have access requirements.
- Be a knowledgeable point of contact for our visitors both in person and over the phone.
- Maintain a positive and motivated morale.
- Prioritise, at all times, the delivery of outstanding customer service adapting to accommodate a diverse range of ages whilst not compromising on quality of service.
- Support the Volunteer Coordinator with the recruitment and retention of Volunteers, investing in training and supporting the growth of individuals and the programme.
- Assist with management of staff rotas, including our volunteer scheduling system, and accurately record Visitor Services team attendance.
- Lead daily briefs and debriefs
- Oversee the incoming and outgoing of audiences to ensure a timely start and end to each performance, managing latecomers.

- Ensure that all customer facing areas are clean, safe, and presentable before the venue is open to the public.
- Facilitate the smooth running of events hosted by external guests hiring the Polka spaces.
- Take a lead role in the managing of incidents, emergencies evacuations and drills whilst on duty.
- Conduct daily checks of the venue to ensure that there are no fire or safety hazards, reporting any issues to maintenance.
- Maintain rigorous health and safety precautions in keeping with latest government recommendations.
- Proactively work with the Visitor Services team to meet and exceed all sales targets.
- Ensure accurate recording and reconciliation of all Visitor Service team sales revenue & inventory, reporting any discrepancies.
- Open and close the building, be a key holder and ensure that at no point is the security or safety of the venue compromised when opening and locking up.
- Work with integrity and respect, supporting our community, and actively embracing our environmental sustainability targets.

### **All team members are expected to**

- Champion and honour Polka's vision and values (you can find these on the previous pages).
- Maintain confidentiality and abide by Polka's policies and procedures.
- Follow Health and Safety rules at work.
- Follow Safeguarding rules and legislation.
- Actively ensure Equality, Diversity and Inclusion is part of Polka's culture.
- Contribute to Polka's Environmental Action plan by thinking and working sustainably.
- Contribute towards Polka's fundraising goals, this may include research, writing applications, advocacy and managing relationships.
- Take part in operational teams to help share learning, find joint solutions, and drive change.
- Participate in all training, development and wellbeing initiatives as required.
- Undertake any other duties as may be reasonably required.



## Person Specification

In your application, please make sure you show us how you would bring the following skills, knowledge, and experience, that we are looking, for to this role. We value the different experiences that people bring to a job role and will always look to provide opportunities for you to learn more about your job role and help you gain more experience working at Polka. There are some areas we have suggested are beneficial but not essential to have.

1. Proven ability to organise people, giving the attention required, within a set timeframe or by a deadline.
2. Demonstrable skill with customer service and conflict resolution.
3. Ability to deal with a diverse range of people, including volunteers, using tact, diplomacy, and patience.
4. Proven ability to speak and write eloquently with a working knowledge of current inclusive vocabulary.
5. Ability to adapt to changing circumstances and apply lateral thinking as required.
6. IT/computer systems:
  - Ability to use Microsoft Office: Outlook, Word, Excel and Electronic Point Of Sale (EPOS) systems.
  - Knowledge of ticketing systems (we use Spektrix) is beneficial but not essential.

7. Ability to work well in as a team (in a group of people), motivating team members on shift.
8. A keen interest in the arts, particularly theatre.
9. A first aid qualification is beneficial but if you've not got one or it's lapsed Polka will arrange and pay for it.
10. Previous duty management experience in a live performance venue, including cash handling.
11. Proven ability to manage large teams particularly in a live performance context.
12. Experience with auxiliary income streams from retail and private hires.

You will be required to have a valid [Disclosure and Barring \(DBS\) certificate](#) or be willing to undergo an enhanced DBS check (at Polka's expense) if a job offer is made subject to this being obtained.

## How to apply

We look forward to receiving your application by **3pm on Thursday 15<sup>th</sup> September 2022**

We aim to get back in touch with you to let you know we have received your application as soon as we can.

We will also get in touch to let you know if we would like to invite you for an interview.



Please send the following to Chris Hoare, Senior Duty Manager at [chris@polkatheatre.com](mailto:chris@polkatheatre.com) or post it to them at Polka Theatre, 240 The Broadway, Wimbledon SW19 1SB. Remember to include *Duty Manager* as your email subject line or on the envelope.

- Current CV and short cover letter telling us how you meet the Person Specification.
- If you would prefer, you are welcome to send us a short video or audio file (no longer than 5 mins), telling us about yourself, your current and previous job roles and/or work experience, as well as your knowledge, skills, and experience.

Please also complete/send us:

- Complete our Equality Monitoring survey by visiting [Survey Monkey website](#).



The Equality monitoring survey is anonymous and is not sent to the person who receives your application. It helps us understand whether we are succeeding in promoting equality of opportunity and encouraging representation. It is completely separate from your application, and we do not connect the two.

Once you have sent us the documents above, by the deadline, we will let you know we have received your application.

## **Interview Process**

We will shortlist the applicants we would like to meet for an interview. Our shortlisters will be looking for you to have done the following:

- Sent us a completed application.
- Clearly shown us how you share our values and the things we've mentioned in the 'What sort of people work for us?' section above.
- Given us examples of how you meet the points in the 'Person Specification' section above.
- Given us relevant information about your work history/experience and any training (remember to make sure to tell us about any gaps when you weren't working).

We will offer interviews to the applicants who have shown us these things most strongly.

All applicants will receive a response from us to confirm whether or not they have been selected for an interview. Interviews will take place on the **19<sup>th</sup> & 20<sup>th</sup> September 2022.**

Interviews will be held in person with Chris Hoare (Senior Duty Manager) and another member of staff.

We will let you know if there is anything in particular that we need you to prepare in advance.

All applicants who attend an interview will be offered feedback. It is not possible for us to give individual feedback if you have not been selected for an interview.

Thank you very much for your interest in this role. We look forward to hearing from you.

# POLKA

Where Theatre Begins

