



## **DUTY GENERAL MANAGER**

Reports to:	Director Of Operations
Department:	Front of House Operations
Responsible for:	Gallery Assistants, Auditorium Stewards, Cleaning Team, General Casual Assistants
Length of contract:	Permanent
Salary:	£31,250 pa
Holidays:	23 days per annum, rising to 25 after 2 years service Plus public holiday entitlement
Terms:	180 hours over a four week period on a rostered basis. Evening, weekend and public holiday working is a requirement of the post.

## **ROLE OBJECTIVES**

To take overall responsibility for the day to day running of the De La Warr Pavilion including locking/unlocking & alarming/de-alarming the building.

To oversee and manage the efficient and effective running of the day to day operations of the DLWP, ensuring a safe and welcoming environment for all visitors at all times.

To take the lead on managing the delivery of the front of house aspect of all DLWP events - both indoor and outdoor, DLWP produced, Live hires and private & corporate events.

To ensure the highest possible standard of presentation & cleanliness in all areas of the DLWP at all times.

To be responsible for the security of the Building and security of cash handling on the premises.

To manage the Front of House staffing team including Gallery Assistants, Auditorium Stewards, Cleaning Team and General Casual employees.

To work alongside the Café Bar Manager, Kitchen & other departmental staff to ensure delivery of a positive visitor experience.

To work alongside the DLWP Technical Manager, Exhibition Production Manager, Sales & Information Manager and the Programming teams to ensure delivery of a positive visitor experience.

To take the lead in responding and rectifying building/maintenance/service issues which may negatively affect the visitor experience.

To take the lead on Health & Safety focus in all areas and aspects of the building.

## **OUTLINE OF ROLE & RESPONSIBILITIES**

### **Staffing**

To directly manage the Front of House staffing teams including Gallery Assistants, Auditorium Stewards, Cleaning Team and General Casual employees.

To take responsibility for Front of House staff supervision and informing & organising appropriate staff training relevant to specific roles.

To liaise with the Café Bar and Kitchen teams to ensure smooth delivery of the food/service aspect of all events and to ensure daily Café Bar menus are current and displayed appropriately.

To oversee the Sales & Information team in the absence of the Sales & Information Manager.

To prepare Front of House staff rosters (stewarding/cleaning/gallery assistants/general casual staff) ensuring rostered hours are appropriate to seasonal levels of business.

To ensure all holiday entitlement for colleagues and reporting staff is managed efficiently and taken within the current financial year.

To ensure time sheets for operational staff teams are completed correctly, countersigned and submitted by the required monthly pay roll time & date.

To update formal job roles for FOH staff teams and outline DLWP expectations of staff members when appropriate.

To regularly review the Cleaning team tasks and change/update according to the level of business.

### **Building Operations**

To open and close the building.

To lead the weekly Forward Planning meeting, update the Building Diary and communicate plans/issues, as necessary, to the wider Front of House Team.

To lead the quarterly DLWP Green Team meetings.

To lead the quarterly DLWP Health & Safety meetings.

To forward plan to ensure the smooth delivery of all DLWP events.

To review and update the DLWP Disaster Plan.

To rectify issues which may adversely affect the building operations and the visitor experience on a day to day basis (eg: Wifi/cleanliness/service levels/maintenance needs etc).

To upkeep the Maintenance task folder and prioritise the outstanding tasks taking into account budgetary constraints.

Assist the Director of Operations with the planning & delivery of the maintenance tasks affecting the fabric of the building.

Focus on Health & Safety in all areas/aspects of the building including:-

- Undertake annual review of Fire Risk assessment
- Update H&S risk assessments
- Update the emergency evacuation procedure

To ensure daily, weekly, monthly, quarterly, annual building checks are being undertaken and the check sheets completed.

In conjunction with the Gallery Manager, ensure the Exhibition Gallery plant is serviced as per the service agreement and is functioning correctly.

In conjunction with the Technical Team ensure the Auditorium is prepared to welcome audiences.

### **Visitor Service**

To ensure a safe and warm welcome to all DLWP visitors.

To handle any visitor query/complaint in a polite and professional manner and to use discretion where required.

As part of the DGM team, to take the lead in an ongoing development and implementation of a front of house customer service strategy.

To manage the full front of house aspect of event delivery (both DLWP programmed & venue hire events)

To regularly review and update procedures for DLWP events.

### **General**

To represent the organisation on a range of occasions, as reasonably required.

To undertake such other duties commensurate with the post holder's level of responsibility and seniority as may reasonably be required.

To undertake relevant training, as required.

### **PERSON SPECIFICATION**

Previous experience in a similar role is essential

Professional and friendly outlook

Enjoys interaction with visitors

Good communication and organisational skills

Attention to detail

Ability to problem solve, to be resilient and stay calm under pressure

Brings enthusiasm, energy and initiative to the team

### **ABOUT THE DE LA WARR PAVILION**

[www.dlwp.com](http://www.dlwp.com)

### **OUR VISION**

To be a flagship centre for the arts and a vibrant cultural hub for the south-east, owned by our communities and known for our programme nationally and internationally. Responding to our world class architecture and living heritage, to allow greater access to cultural experiences, and to ensure culture-led regeneration for the region into the next decade and beyond.

### **OUR OBJECTIVES**

- To produce, present and promote a high-quality programme of modern and contemporary work that responds to the needs and aspirations of both artists and audiences.
- Enable artists of every culture and discipline to create new work or present new experiences of existing work within an environment committed to excellence and best professional practice.

- Work with audiences to engage them with the Pavilion and our artistic programme, making it relevant to them as a visitor or participant.
- Conserve the Pavilion's fabric, its unique Grade I listed architectural status and to promote it through public and artistic programmes.
- Maintain a viable, resilient and sustainable business model, seeking to diversify income streams by growing fundraising and commercial activity.
- Be a catalyst for the cultural, economic, tourism and social regeneration of Bexhill and the surrounding region.

In January 2023, Rother District Council was awarded £19 million from the government's Levelling Up Fund for Creativity, Community and Skills in Bexhill and Sidley. This included £17 million for the Pavilion to repair and redevelop the building, making it more accessible to audiences and ensuring business viability, sustainability and relevance to its community for years to come.

Find out more here: <https://www.dlwp.com/rother-district-council-secures-over-19m-levelling-up-funding-for-community-creativity-and-skills-in-bexhill/>

The timeline of the project is to be confirmed.

## **NOTES**

The minimum working week for the full time post is 45 hours. However, due to the nature of the organisation, actual working hours may exceed this total and will involve some evening and weekend work.

The job description is current at April 2025. It outlines the main duties of the position and is designed for the benefit of both the post holder and the organisation in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. The responsibilities of the postholder may well change from time to time. Management has the right to vary the responsibilities and duties after consultation with you.

## **STAFF BENEFITS**

- Employer contributions to The People's Pension
- Free access to Employee Assistance Programme, Health Assured
- Discounts in DLWP Café Bar and shop+ staff lunch at special price

## **DIVERSITY, EQUALITY & INCLUSION**

At the De La Warr Pavilion, we are committed to building a diverse and inclusive community that reflects the diversity of our society as fully as possible. A community of staff, residents and audiences where everyone feels valued, where their contribution matters and where they can reach their full potential, irrespective of their background, identity or circumstances.

We are committed to ensuring we are hiring people that reflect the South East in its broadest form and we are currently taking action to improve representation from Black, Asian and ethnically diverse, LGBTQ+ and lower socio-economic communities and those with a disability.

## **OUR VALUES**

- We believe in being bold and ambitious, growing and evolving to create opportunities and inspire creativity.
- We lead with honour and integrity, honest and open with ourselves and our communities. We act professionally at all times.
- We are inclusive, accepting of differences and avoid making assumptions. We actively listen to each other and our communities, treating each other with respect and empathy.
- We support each other with kindness, care and compassion to create a healthy and happy community.