



Conference and Events Duty Manager

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;

Explore - forging into the new, inventing fresh approaches and developing different ways of working;

Connect - with our communities, meeting their needs, striving to include everyone;

Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA will be central to all our policies and processes, from recruitment and operations to the delivery of our public engagement, performances, and events. Undertaking continual review and training, we will closely monitor, and be transparent about, our progress.

The Role

Job Title: Visitor Experience Duty Manager

Status: 37.5 hours per week

Reports to: Visitor Experience Manager

Salary: £25,935 per annum

As a Visitor Experience Duty Manager, you will be passionate about exceptional customer service and create a welcoming atmosphere that leaves our visitors eager to return whether attending shows, workshops, conferences, our new café and bars, or just meeting friends.

Between our two buildings, you will be responsible for supervising a large team of visitor services staff, whilst ensuring the safety and wellbeing of audiences in all our public spaces.

You will be on the front line, managing the visitor journey at all stages throughout our buildings.

This job description details the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but it is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Duties and Responsibilities

Management

- Duty Management shifts, leading the team in a hands-on operational delivery on the vast range of shows, conferences and events.
- Co-ordinating and planning arrangements for all conference & events, including logistics and set-up
- Point of contact on the day liaising with client and co-ordinating between all teams
- Working closely with the Conference & Events team to deliver events
- Liaising with external suppliers, such as caterers, equipment hire & production companies
- Meet clients and conduct show rounds
- Contributing to managing both expenditure and income budgets,
- Assisting in end of day financial procedures reporting all information correctly on our internal systems
- Assisting with the effective management and development of the Visitor Experience Team, to include induction, supervision, ongoing training and development
- Conform to all Health & Safety, Environmental Health & Licensing Regulations
- Attend regular staff meetings

Health and Safety, Environmental Health, Licensing

- Ensure all Front of House procedures conform with statutory requirements and our own internal requirements with regards to health and safety, hygiene, environmental health, and licensing regulations
- Ensure appropriate hygiene standards are maintained throughout Front of House, Bars, and Catering areas

Responsibilities of all staff

- To be aware of the work of other departments in the delivery of the company's charitable objectives.
- Take an active part in communicating and cooperating with the entire Perth Theatre and Concert Halls team
- Follow all Perth Theatre and Concert Hall guidelines, policies and procedures
- Work in accordance with the Equality & Diversity Policy of Perth Theatre and Concert Hall
- Be aware of and comply with rules and legislation pertaining to Health and Safety at work
- Have a proactive approach in your day to day approach to your role and your team

Person Specification

You will bring strong leadership skills and a hands-on approach, be passionate about delivering first-class customer service and have the get-up-and-go to drive profit. You will thrive in a busy environment, with multiple events a day across two sites keeping you busy.

You will embrace the different reasons that visitors come to us – for gigs, shows, learning, workshops, conferences, dinners, or just a coffee – offering each and every visitor an exemplary experience.

Essential:

- Experience in managing and leading a team in a hospitality or customer facing role
- Strong management and team leadership skills
- Experience of organising events, working within conference/events/hospitality environments
- Excellent interpersonal and communication skills in all situations with visitors, staff, and clients
- Ability to think positively and problem solve under pressure whilst remaining calm
- Computer literate with knowledge of Windows-based applications
- Excellent customer care skills and a strong understanding of customer needs
- Budgetary and cash handling experience
- Understanding of and commitment to equality, diversity and inclusion

Desirable:

- Management experience of running a busy bar and / or catering operation
- Holder of a Personal License under the Licensing (Scotland) Act 2005
- Knowledge of or interest in the arts
- Relevant Qualifications in Catering/Hospitality/ Business Management
- First Aid Certificate
- Marketing and promotional experience
- Level 2 Food Hygiene Certificate
- Knowledge of F&B specific software systems to manage stock control and profit

Terms & Conditions

Salary: £25,935 per annum paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable;

Annualised hours of 37.5 hours per week (1950 per annum).

Annual Leave entitlement is 30 days (rising by 2 days after 3 years' service plus an additional 3 days after 5 years' service) including 10 days Public Holidays (4 fixed – Christmas Day, Boxing Day, New Year's Day, 2nd January).

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

This role is subject to a 6-month probationary period.

How to Apply

Deadline: 9 May 2025

Interviews: W/C 12 May 2025

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com