

## Recruitment Pack for Duty Manager

Thank you for your interest in joining Polka.  
"The place to be for children's theatre" [ayoungertheatre.com](http://ayoungertheatre.com)



This recruitment pack is designed to tell you more about us, the job role you would be doing, the skills and experience 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.

If you have any feedback or questions about this recruitment pack or require it in a different format, please let us know. We can be contacted on 020 8543 4888 or email [ayse@polkatheatre.com](mailto:ayse@polkatheatre.com)

## Equal Opportunities

Polka's commitment as an equal opportunities employer means we are keen to encourage applications from people of colour, 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 an important part of our local community in Wimbledon and the London borough of Merton, we are also well suited to people who live nearby and are looking to work locally, rather than travel into or through central London.





## About Polka

Polka is a pioneering national theatre for children based in Wimbledon, South West 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. Over 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 EU-funded small size network.

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. 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.

For more information about Polka Theatre and our work, please visit [www.polkatheatre.com](http://www.polkatheatre.com)

Polka is funded by Arts Council England, London, registered charity number 256979.

## Vision and Values

Polka's mission is to 'empower children to navigate their world through inspirational theatre and creative experiences.' We are looking for people who are conscientious, proactive and reliable in their approach to work with a willingness to learn and ability to adapt to changes and share Polka's vision:

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

As well as 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.



## **Job Description**

This role is a casual position with hours worked according to the needs of the theatre's performance schedule and private hires. This means no minimum weekly hours are guaranteed. This is with a view to offering set minimum hours once we are settled into our new-look building and have a more defined view of operational needs. Further details can be found in the 'Main Terms and Benefits' section below.

Working with the Visitor Services 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.

## **Key Responsibilities**

Your job description includes responsibility to:

- Supervise the day to day running of the venue with confidence, enthusiasm and leadership
- Be a knowledgeable point of contact for our visitors both in person and over the phone
- 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
- 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
- Accurately record visitor service team attendance
- Lead daily briefs and debriefs
- Oversee the incoming and outgoing of audiences to ensure a timely start and end to each performance
- Assist with the arrival of latecomers
- Facilitate the smooth running of events hosted by external guests hiring the Polka
- Take a lead role in the managing of incidents, emergencies evacuations and drills whilst on duty
- Proactively work with the visitor services team to meet and exceed all sales targets
- Undertake the cashing up of all visitor service team floats, reporting any discrepancies
- Complete daily banking, ensuring that all cash is adequately secured



- Ensure that all customer facing areas are clean, safe and presentable before the venue is open to the public
- 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
- 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

The following skills, knowledge and experience are required to carry out this role. There are some which we have suggested are beneficial but not essential to have.

<b>Skills and knowledge required</b>	
<b>1</b>	Proven ability to organise people, giving the attention required, within a set timeframe or by a deadline
<b>2</b>	Demonstrable skill with customer service and conflict resolution
<b>3</b>	Ability to deal with a diverse range of people, including volunteers, using tact, diplomacy and patience
<b>4</b>	Proven ability to speak and write eloquently with a working knowledge of current inclusive vocabulary
<b>5</b>	Ability to adapt to changing circumstances and apply lateral thinking as required
<b>6</b>	IT/computer systems: <ul style="list-style-type: none"> <li>• Ability to use Microsoft Office: Outlook, Word, Excel and Electronic Point Of Sale (EPOS) systems</li> <li>• Knowledge of ticketing systems (we use Spektrix) is beneficial but not essential</li> </ul>
<b>7</b>	Ability to work well in as a team (in a group of people), motivating team members on shift
<b>8</b>	A keen interest in the arts, particularly theatre
<b>9</b>	Certificates and qualifications: <ul style="list-style-type: none"> <li>• Valid Disclosure and Barring (DBS) certificate or willing to undergo an enhanced DBS check (at Polka's expense) if a job offer is made subject to this being obtained</li> <li>• First aid qualification is beneficial but if you've not got one or it's lapsed Polka will arrange and pay for it</li> </ul>
<b>Experience required</b>	
<b>10</b>	Previous duty management experience in a live performance venue, including cash handling
<b>11</b>	Proven ability to manage large teams particularly in a live performance context
<b>12</b>	Experience with auxiliary income streams from retail and private hires



## Main Terms and Benefits

**Job title** Duty Manager

**Reporting to** Visitor Services Manager

**Responsible for** Visitor Services Assistants (Volunteers) when on shift in conjunction with the Volunteer Coordinator

**Role** Casual

**Salary** £11.50 per hour plus holiday pay

**Holiday** Pro rata based on 28 days inclusive of bank holiday

**Hours** are worked according to the needs of the theatre's performance schedule and private hires therefore, no minimum weekly hours are guaranteed. This is with a view to offering set minimum hours once we are settled into our new-look building and have a more defined view of operational needs.

**Location** 240 The Broadway, Wimbledon, London SW19 1SB.

### Pension and benefits

- After 3 months you will be automatically enrolled into NOW Pensions scheme in accordance with statutory deadlines and contributions
- RISE health and wellbeing service (including face to face counselling)
- Complementary tickets for all Polka productions subject to availability
- Discounts on main meals, tea and coffee in Polka's café.

**Probationary period** Appointment is subject to satisfactory completion of 3 months. Notice period during probation: 1 week for both you and Polka.

**Notice Period** 1 month for both you and Polka.



## Application Process

Please send the following to Ayse Huseyin Visitor Services Manager at [ayse@polkatheatre.com](mailto:ayse@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.



Please include:

- Current CV
- Cover letter letting us know how you meet the details in the Person Specification
- If you would prefer, you are welcome to send us a short video or audio file (no longer than 5 minutes), telling us about yourself, your current and previous job roles and any relevant qualifications and/or knowledge, skills and experience.

Please also complete:

- Please [click here](#) to download and complete our Privacy Notice from our website
- Please [click here](#) to complete our Equality Monitoring survey

The Equality monitoring questionnaire is not sent to the person named above. 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.

Recruitment for this role is ongoing, throughout the year. 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.

You can find out more about us by clicking on [this link to our website](#).

If you would like to discuss this role in more detail please contact Ayse on [ayse@polkatheatre.com](mailto:ayse@polkatheatre.com)

## Interview Process

Interviews will be held at the Polka Theatre with the Visitor Services Manager and one other member of the Visitor Services team.

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

We aim to give at least half a weeks' notice ahead of the interview date.

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.

