



## Duty Manager – Job Description

**Rate of pay:** £30k per annum pro rata, shift pattern to be discussed.

**Hours:** 42.5 hours/week

**Location:** 84 Regent Street, London

**Reporting to:** Venue Manager

**Commencing:** Mid-July (exact date TBC)

To apply, please send your CV with a covering letter to [info@wildyak.co.uk](mailto:info@wildyak.co.uk).

### OVERVIEW

The Art of Banksy, a major exhibition which has brought Banksy's era-defining works to over 1.5 million visitors in 15 cities across the globe, is opening in London's iconic Regent Street.

Displaying the world's largest collection of original and authenticated Banksy artworks, the exhibition showcases more than 110 pieces including prints, canvases, unique works and ephemera, many of which are on display for the very first time.

We are currently in the process of recruiting a dynamic and passionate venue team to run and operate the exhibition and merchandise shop from its opening in July 2023.

### SUMMARY

We are seeking experienced Duty Managers with at least 1 year of experience supervising a large team of >20 staff. The Duty Manager will be responsible for delegating roles and supervising the exhibition hosts, executing the Venue Manager's rotas, managing breaks and dealing with customer complaints and queries.

The exhibition will be open 7 days a week, with opening hours between 10am and 9pm every day.

Duty Managers should be available to work in varied shift patterns across the week.

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### RESPONSIBILITIES

- Ensuring the venues are fully staffed with hard working, enthusiastic, dedicated team players offering customers the ultimate experience and service.
- Training all staff to the highest possible standards.
- Supervising the auditing and management of stock holdings and providing regular reports to the General Manager.

- Working with our security team on security staff rotas and maintaining the highest level of professionalism and duty of care to customers.
- Arranging cleaning staff rotas and maintaining a high standard of venue presentation and cleanliness.
- Creating and managing rotas for Duty Managers and Front of House staff.
- Day to day financial management of on-site payments and petty cash. Till system programming and end of day reporting. Completion of end of week documents and reports.
- Processing timesheets, shift planning and payroll through Worknest Quickbooks in coordination with the General Manager.
- Utilising the WorkNest portal for HR and staff contracting.
- Dealing with any incidents in the venue and handling customer complaints or queries.
- Answering customer enquiries sent to the venue email address.
- Delegating responsibilities to the Duty Managers and ensuring the smooth running of the venue.
- Overseeing the hiring and interviewing of all venue staff in liaison with the General Manager.

## **REQUIREMENTS**

- At least 3 years proven experience as a manager of an exhibition space, arts venue or similar.
- A natural leader, mentor, and motivator of large teams of people.
- Experience processing timesheets.
- Knowledge and understanding of software applications including Excel, Word, Outlook.
- Experience handling box office/EPOS software and providing sales reports.
- Confident, dynamic, honest, hardworking and with a passion for customer service.
- A keen understanding of arts, culture and the London entertainment industry.
- Preferably First Aid Trained