

22<sup>nd</sup> September 2016

Dear Applicant

Thank you for your interest in the Liverpool Everyman and Playhouse.



**Front of House Duty Manager ref: FOHDM916**

Please find enclosed an application pack, which provides the following information:

- Background
- Job Description and Person Specification
- Equal Opportunities Policy
- Monitoring Form
- Application Form

The deadline for applications is **Monday 3<sup>rd</sup> October at 10.00am.**  
Applications received after this deadline will **not** be considered.

Please apply in writing, using the application form enclosed, stating why you are interested in the post and detailing what skills and experience you would bring to it.

You should also submit the names of two referees, one of whom should be your current or most recent employer, indicating at what stage of the application process they may be approached.

Applications should be sent electronically to:  
[recruitment@everymanplayhouse.com](mailto:recruitment@everymanplayhouse.com)

Please include the job reference: **FOHDM916** in the subject line, and a contact telephone number in the main body of the message.

Completed applications may also be returned to:

**Recruitment - Ref: FOHDM916**  
Liverpool Everyman and Playhouse  
Everyman Theatre  
5-11 Hope Street  
Liverpool L1 9BH

All applicants will be advised on the outcome of their application in writing.  
**Interviews will be held in Liverpool during the w/c 3<sup>rd</sup> October 2016**

I look forward to receiving your application.

Yours faithfully

Victoria Adlard  
Administrator

5-11 Hope Street  
Liverpool L1 9BH

Administration  
+44 (0)151 708 3700

Box Office  
+44 (0)151 709 4776

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

[info@everymanplayhouse.com](mailto:info@everymanplayhouse.com)

Artistic Director  
Gemma Bodinetz

Executive Director  
Deborah Aydon



## **The Everyman & Playhouse**

The E&P is a local artistic force with national significance and an international reputation. Our two theatres are united by our passion for our art-form, our love of our city and our unwavering belief that theatre at its best can transform lives.

Our mission is to reflect the aspirations and concerns of our audiences, to dazzle and inspire them, welcome and connect with them, nurture the artists within them and fuel their civic pride. Wherever these connections happen – whether in our theatres, in the community, in schools, or outside Liverpool – we hope to ignite the imagination, explore what it is to be human and always to exceed expectation.

*“The Everyman provided me and many others with the courage to follow our dreams and pursue a career in theatre. Now it can do the same for a whole new generation and act as a creative heart in the city.”*

David Morrissey

## **Our Work**

The opening of the new Everyman in 2014 propelled us into a new and exciting era. The new theatre opened up many possibilities for artistic development and experience; for participation and involvement, and for building our relationship with a wide range of audiences. With the two theatres now reunited, there is an opportunity for the programme at each venue to complement the other in new ways, and across the two very different theatres – one a 400-seat thrust, the other a 670-seat proscenium – for us to produce and present the richest range of work for the widest audience.

Our Young Everyman Playhouse programme (YEP) is much more than a youth theatre, it is a groundbreaking, multi-disciplinary talent development programme. We have profound relationships in the communities of Merseyside, nurtured through an extensive and innovative outreach and education programme, and believe passionately that the creation, delivery and experience of the highest quality theatre must be open to all.

## **The Future**

As both theatres embark on an exciting new chapter in their illustrious histories, we intend to build on the exceptional track record of recent years, seize the possibilities we have created, and build a dazzling future for these theatres, their artists and their audiences.

With an eye on the changing landscape of theatre, we will be delivering a new artistic model that will increase our creative autonomy, connect even more strongly with audiences and, as part of the holistic development of our overall business model, enhance the E&P’s financial resilience.

## **The Front of House Department**

The department is part of the Operations team, led by the Theatres Manager, and is committed to satisfying the needs and expectations of customers, staff and visitors to the organisation.

All front of house team members aim to:

- Provide a high standard of customer care.
- Facilitate an effective communication system to ensure the smooth running of the organisation.
- Ensure licensing legislation is upheld across the theatre sites.
- Develop opportunities to increase earned income throughout the front of house operation.
- Contribute to the successful running of the buildings operation.

The successful applicant will join the team to support the department at this time of transition and development.

For more information please visit [www.everymanplayhouse.com](http://www.everymanplayhouse.com)



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



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*Thanks to the City of Liverpool for its financial support*

# **DUTY MANAGER**

## **(24 hours per week)**

### **This is a Fixed Term post from**

### **October 2016 until 31<sup>st</sup> March 2017**



Responsible to: House Manager

Responsible for: Casual FoH Team Members; Stage Door Receptionists;

#### **JOB DESCRIPTION**

The Duty Manager is a member of the Front of House team in the Operations Department which includes the Theatres Manager; House Manager, Deputy House Manager, Assistant House Managers, Stage Door Receptionists, Fire and Security Officers, Cleaning Staff, Maintenance Technicians and Casual Relief Duty Managers, Ushers and Bar staff.

The Front of House team is committed to satisfying the needs and expectations of customers, work colleagues and visitors to the organisation, whilst maintaining their safety and security. All Front of House team members aim to:

- Provide a high standard of customer care.
- Facilitate an effective communication system to ensure the smooth running of the organisation.
- Ensure licensing legislation is upheld across the theatre sites.
- Develop opportunities to increase earned income throughout the front of house operation.
- Contribute to the successful running of the buildings operation.

#### **Responsibilities:**

The Duty Manager is responsible to the House Manager for the safe and efficient front of house operation and for ensuring the highest standards of presentation, customer care and service are provided for the Theatres' audience and staff at the Liverpool Everyman and Playhouse.

#### **Key Tasks:**

- To uphold the conditions of the Theatres' Premises Licence and Health and Safety legislation, at all times ensuring the comfort and safety of staff and members of the public whilst in the theatre buildings.
- Take professional pride in the appearance of the public spaces and play an active role in continuously driving improvements
- To take the lead in demonstrating optimum levels of service to all visitors
- To ensure all enquiries and complaints are managed efficiently, in a calm manner, presenting at all times a positive image to visitors of the Theatres and Liverpool.

- To play an active part in the recruitment, induction, training and ongoing development of staff
- To ensure all front of house team members are fully competent with their responsibilities in cases of emergency.
- To support the Front of House management team in the scheduling of staff to meet the Theatres' operational requirements
- To have a thorough working knowledge of all our events, services and products
- When performing duty house management to provide daily reports in accordance with the Theatres' procedures.
- To manage events to the agreed standards, completing all required documentation, including risk assessments, where required.
- In partnership with the Technical Department and Programme Manager ensure that the needs and contractual requirements of in house and visiting companies are met.
- To meet the hospitality needs of staff and visitors as agreed following the weekly operations meeting.
- During non-performance periods to undertake other reasonable duties within the Operations Department or the wider organisation, as required by the House Manager.

## **Main Terms and Conditions of Employment**

<b>Salary:</b>	£17409.60 per annum, pro rata (i.e. a minimum of £5222.88 for the period of the contract)
<b>Hours:</b>	A minimum of 24 hours per week, to include regular evening and weekend work. Additional hours up to 40 per week are payable at single time. Double time payments are applied to Sundays and Statutory English Bank Holidays
<b>Tenure:</b>	This is a fixed term contract to 31 <sup>st</sup> March 2017 to cover a period of transition and development in the Operations Department. The contract is subject to a probationary period of one month.
<b>Annual Leave:</b>	Twenty eight days per annum (January – December), pro rata, which includes an allowance for eight statutory English Bank Holidays, pro rata.
<b>Notice Period:</b>	During probation period, one week from either party; one month thereafter.
<b>Pension:</b>	The Company operates an auto-enrolment pension scheme. Your employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).
<b>Dress code:</b>	The postholder will be expected to comply with the theatres' dress code for FOH staff whenever they are on duty.

## **PERSON SPECIFICATION**

### **Essential**

#### **The postholder will:**

- Have previous front of house, venue management or customer service experience at a supervisory level
- Have a working knowledge of Health and Safety issues and current legislation
- Be able to effectively manage multiple priorities.
- Be an effective problem solver
- Be able to work flexibly in order to meet the needs of the Theatres' programme and occasional heavy work periods.
- Have excellent people management, communication and motivational skills.
- Have a proven record of delivering, and having a commitment to, high quality customer service and care.
- Be able to motivate a team as an effective team leader and member.
- Have experience of cash handling and reconciliation.
- A passion for working with people from all backgrounds; promoting equality and diversity within the company.
- Have very good IT skills and will have used MS Office programmes, particularly Word and Excel

### **Desirable**

- Bar experience preferably at supervisory level.
- Personal Licence holder.
- A current first aid certificate.
- A current fire awareness training.
- A demonstrable passion for theatres and audiences.
- Knowledge of Liverpool, Merseyside and the North West.

## APPLICATION FORM

The first three pages of this form will be removed by the Human Resources Department and will not be seen by those short listing.



Please do not put your name on any other pages.

Position Applied For	<input type="text"/>	Job Reference	<input type="text"/>
Candidate Reference (office use only)	<input type="text"/>		

### PERSONAL DETAILS

Surname	<input type="text"/>	Forename(s)	<input type="text"/>
Address	<input type="text"/>	Telephone	<input type="text"/>
		Mobile	<input type="text"/>
Postcode	<input type="text"/>	Email	<input type="text"/>

If you supply an email address then we will assume that all written correspondence will be conducted via email.

Do you have the legal right to work in the UK?  
(We will require evidence of the right to work in the UK prior to commencement of employment)

### DECLARATION

The information I shall provide on this form, is accurate and I understand that the Liverpool & Merseyside Theatres Trust Ltd may terminate my employment, without notice, should I knowingly mislead during the recruitment process.

**Data Protection:** I agree to the Liverpool & Merseyside Theatres Trust Ltd using the personal data contained in this form, or information which may be obtained from me or other sources, for the purpose of dealing with my application for this employment.

Signed: \_\_\_\_\_ (Please type name if submitting electronically.)

Date: \_\_\_\_\_

Candidate Reference Number	<input type="text"/>
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## REFEREES

Please give the name of two people who can be contacted for references, one of whom should be your current/most recent employer, indicating at which stage of the process they may be contacted.

<b>Name</b>	<input type="text"/>	<b>Relationship to Applicant</b>
<b>Address</b>	<input type="text"/>	<input type="text"/>
<b>Postcode</b>	<input type="text"/>	
<b>Email</b>	<input type="text"/>	
<b>Telephone</b>	<input type="text"/>	
<b>When may we contact them?</b>	<input type="text"/>	

<b>Name</b>	<input type="text"/>	<b>Relationship to Applicant</b>
<b>Address</b>	<input type="text"/>	<input type="text"/>
<b>Postcode</b>	<input type="text"/>	
<b>Email</b>	<input type="text"/>	
<b>Telephone</b>	<input type="text"/>	
<b>When may we contact them?</b>	<input type="text"/>	



EQUAL OPPORTUNITIES MONITORING

Liverpool Everyman and Playhouse seeks to be an Equal Opportunities employer and strives to ensure that in its provision of services in general, and as an employer, in particular, it will offer equality of opportunity for all persons regardless of race, colour, ethnic or national origin, disability, sex, religion, marital status or social background.

In order to ensure that we can monitor implementation of this policy, employees are requested to complete this form. The information given will be anonymously retained by the Administration Dept. for monitoring purposes and associated record keeping only in line with the Data Protection Act 1998. This information will not form part of any personal file and will be treated on a private and confidential basis.

Job applied for:

Please indicate your gender:

Male  Female

Please indicate your age:

0 - 16 years  16 - 19 years 
20 - 24 years  25 - 29 years 
30 - 34 years  35 - 39 years 
40 - 44 years  45 - 49 years 
50 - 54 years  55 - 59 years 
60 - 64 years  65 and over

Please indicate your ethnic origin:

(These are the ethnicities specified by our major funding bodies)

African  Black Other  Nigerian  White & Black African 
Asian British  Caribbean  Pakistani  White & Black Caribbean 
Asian Other  Chinese  Somali  White Irish 
Bangladeshi  Indian  White & Asian  White Other 
Black British  Mixed Other  White British  Yemen 
Other Ethnic Minorities

The Equality and Human Rights Commission defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. For further information, please see the Commission website ([www.equalityhumanrights.com](http://www.equalityhumanrights.com)).

Do you consider yourself to have a disability?

Yes 
No

If selected for interview, do you require any assistance or adjustments to enable you to attend?

Yes 
No

Please do not hesitate to call a member of the recruitment team, in confidence, if you would like to discuss this further with us, on 0151 708 3700, or via [recruitment@everymanplayhouse.com](mailto:recruitment@everymanplayhouse.com)

How did you find out about this post? \_\_\_\_\_

How did you hear about this vacancy? \_\_\_\_\_

Thank you for taking the time to complete this form.

Do not write your name on this page

Candidate Reference Number	
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**EDUCATION and TRAINING**

Dates		Qualifications Obtained
From		
To		
From		
To		
From		
To		
From		
To		

*Please continue on a separate sheet if necessary*

**Other Training Events Attended or Qualifications Achieved:**

Dates		Training Provider	Qualifications Obtained
From			
To			
From			
To			
From			
To			
From			
To			

*Please continue on a separate sheet if necessary*

**Do not write your name on this page**

Candidate Reference Number	
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**CURRENT / PREVIOUS EMPLOYMENT**

Dates		Employer	Post Held	Summary of Duties
From				
To				
From				
To				
From				
To				
From				
To				
From				
To				

*Please continue on a separate sheet if necessary*

**Do not write your name on this page**

Candidate Reference Number	
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**SUPPORTING STATEMENT**

With reference to the job description and person specification, please use this space to tell us your reasons for applying for the post; how your experience and skills support your application and any other information you believe is relevant. **You should demonstrate clearly how, and to what extent, you meet each element of the specification.** Please do not include any supplementary material (such as a CV) as this will not be considered as part of your application. Use no more than 2 pages to complete your response.

Please continue on a separate sheet if necessary

**Do not write your name on this page**

## EQUAL OPPORTUNITIES POLICY

The Liverpool and Merseyside Theatres Trust aims to be fully aware of the historical, cultural and social experiences of many individuals and groups. We are committed to eliminating discrimination and encouraging diversity amongst our workforce. Our objective is to create a working environment in which there is no unlawful discrimination and all decisions are based on merit.

The Company led by the Board is committed to Equal Opportunity practice and to making this policy fully effective.

### EQUALITY IN LMTT

The Company aims to make its work fully accessible for as wide an audience as possible and to reflect the cultural diversity of the communities it works with, and we select employees on their abilities and aim to ensure that no employee, patron or potential employee is discriminated against on the ground of the criteria set out in the Equality Act (2010). Discrimination is unlawful when it takes place on one of the following grounds (the protected characteristics):-

- age
- disability
- gender re-assignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

The Company will not tolerate discrimination against any staff by fellow employees, or persons appointed to the service of the Company.

Discrimination can take a number of forms:

- Direct discrimination is when someone is treated worse than someone else just because of a protected characteristic.
- It is also direct discrimination when someone is treated worse than someone else because they associate with someone with a protected characteristic or because they are perceived to have a protected characteristic.
- Indirect discrimination is when an apparently neutral practice or requirement disproportionately disadvantages one group and cannot be justified by the needs of the business. (For example, imposing a requirement that job applicants must speak fluent English disproportionately disadvantages non-English groups and would be unlawful unless it could be justified on genuine business grounds.)
- It is also discrimination when a disabled person is treated unfavourably because of something connected to their disability and this cannot be justified by the needs of the business or when the business fails to make reasonable adjustments for a disabled person.

We will make adjustments to accommodate disabled employees where possible and reasonable. For example, we can provide extra equipment or support, we can re-arrange duties and we can make changes to our premises in appropriate case. If you think you may have a disability, you are encouraged to tell the business about this so that we can explore what adjustments might be appropriate.

### RESPONSIBILITY AND MONITORING

It is the duty of all employees to accept a personal responsibility for the practical application of the policy, but, at the same time, the company acknowledges that specific responsibilities fall upon the Board, management, supervisory staff and individuals professionally involved in recruitment and employee administration.

The Company includes any employee whether full or part time, or on temporary employment or who acts on behalf of the Company.

Advice and support from relevant professional national and local organizations will be sought from time to time as necessary.

Through monitoring, the current Policy and practice will be regularly examined for effectiveness and changes made as necessary.

We will ask job applicants, employees, and contractors for information about some of their protected characteristics. We do this to help us to:

- establish whether our equality policy is effective in practice;
- analyse the effect of other policies and practices on different groups;
- highlight possible inequalities and where appropriate investigate their underlying causes;
- take action where we think it is needed to address problems or reduce disparities.

We collect this information anonymously and we will use it only for monitoring purposes and not for any other purpose. We will protect the confidentiality of the information given to us.

Some examples of the type of monitoring we may carry out are as follows:

- how many people with particular characteristics apply for each job, are shortlisted and recruited;
- how many people in the workforce have a particular protected characteristic and the levels within the organisation that they are employed at, their length of service and their resignation rates and patterns;
- the protected characteristics of staff attending training;
- the satisfaction levels of staff with a particular protected characteristic;
- the protected characteristics of employees using the grievance or bullying and harassment procedures.

### 3.4 RECRUITMENT AND SELECTION

We aim to ensure that job requirements and job selection criteria are clear and based only what is required to get the job done effectively. We will avoid making stereotypical assumptions based on protected characteristics about who is able to do a particular job.

We aim to ensure that no job applicant is placed at a disadvantage by practices or requirements which disproportionately disadvantage protected groups and which are not justified by the demands of the job.

For all jobs, we will draw up a clear and accurate job description and person specification to ensure that we remain focused on what the job involves and the skills, experience and qualifications which are relevant and necessary to do the job. Depending upon the skills required for the job, recruitment shall be aimed at as wide a group of suitably qualified and experienced people as possible and each candidate will be considered on his/her merits, experience and suitability for the post.

Shortlisting for interview will be done by two people using a pre-agreed marking system that is applied fairly and consistently to all applicants. If we hold interviews, we will try to ensure that more than one person conducts them to ensure that we avoid unintentional bias. Where appropriate and possible, selection panels will include a balance of gender and ethnic dimension. We will not ask for personal or irrelevant information on application forms or in interviews. We will focus instead on whether someone has the relevant skills, qualities and experience to do the job. As posts become vacant the Head of Department concerned will review the area of work in conjunction with the Administration Department.

Where a job description already exists it will be reviewed in light of the vacancy and to ensure that it contains no indirect discrimination. Any changes are to be agreed with the Administration Department. Candidates for interview will receive copies of job descriptions and information on the Company.

The Company aims to encourage applications from and training opportunities for people from under-represented groups in the community. For some recruitment and promotion exercises we may take positive action to address under-representation in our workforce by encouraging applications from people from certain under-represented groups. For example, we may target our advertising towards particular groups, we might hold open days, work shadowing opportunities targeted at particular groups or we might provide training for particular groups to prepare them for promotion. However, we will ultimately make recruitment and promotion decisions on merit and not on the basis of protected characteristics.

All those involved in the interviewing procedure will be made fully aware of the Company's Equal Opportunities Policy. Recruitment procedures shall be regularly monitored and modified to ensure that individuals are selected on the basis of their merits, experience and suitability for the post.

**DECLARATION – The Rehabilitation of Offenders Act (1974)** requires that people applying for positions which give them 'substantial, unsupervised access on a sustained and regular basis' to children under the age of 18 years **MUST** declare all previous convictions which are then subject to police checks. An applicant in this category can only be offered a job subject to a successful police check. This includes potential employees, volunteers and self-employed people such as practitioners. They should also be required to declare any cases pending against them. Applicants should be reassured that any information will be treated in confidence and will not be used against them unfairly.

**Disclosure and Barring Service –** When an applicant has been selected who will be required to work with young or vulnerable people, an application for an Enhanced check from the Disclosure and Barring Service will be made and must be received by the organization before their appointment can be confirmed. Details on this procedure can be obtained from the Administrator.

#### Advertising

Advertising will be drafted by the Administrator and agreed with the Communications and Sales Department.

All advertisements will carry wording stating that the Liverpool Everyman and Playhouse is striving to be an equal opportunities employer.

It is the general principle of the Liverpool and Merseyside Theatres Trust and Liverpool and Everyman Trading Ltd. to advertise all vacant posts. Notice of vacancies will be advertised on the Company notice boards.

#### TRAINING FOR EQUAL OPPORTUNITIES

The Company will provide information to ensure all staff are aware of the Equal Opportunities Policy and to enable those who are involved in the recruitment and selection of staff to be more effective.

Training shall be provided to all staff to ensure their awareness and understanding of this Policy in relation to specific responsibilities of their work.

If an existing employee is unable to perform his/her job satisfactorily due to serious illness or disability, the Company will examine ways of retaining the employee where possible and appropriate - each case being dealt with individually.

#### AUDIENCE

The Company strives in its programming policy to produce a programme of work that will appeal to and serve as many sections of the community as possible.

The Company will strive to devise policies to bring new audiences to the theatres and make it possible for all members of the community to have full access to its work.

The Company aims to provide access information detailing the range of services the theatre provides for disabled people.

You must not discriminate against any of our visitors, audience members, customers or suppliers. Equally, we expect our visitors, audience members, customers and suppliers not to discriminate against you and we will take appropriate action against any found to have done so.

#### GRIEVANCES

Any job applicant who believes that s/he has been treated inequitably within the scope of this policy should write to the Administrator who will investigate the complaint.

Allegations of potential breaches of this policy will be treated seriously. Employees and contractors who make such allegations in good faith will not be victimised or treated less favourably as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under our disciplinary procedure.

#### WORKING CONDITIONS AND TERMS OF EMPLOYMENT

We will try to accommodate cultural or religious practices such as prayer or dietary requirements where we reasonably can.

We aim to ensure that our terms of employment, benefits, facilities and policies are free from unlawful discrimination. We will review our benefits and facilities regularly to ensure that they are available to all employees/contractors who should have access to them and that there are no unlawful obstacles to accessing them.

We will ensure that decisions made under our disciplinary, grievance, performance improvement and attendance management policies are carried out fairly and without discrimination.

We aim to ensure that our pay systems are transparent, fair and free from discrimination.

#### Termination of Employment

We will ensure that we avoid discrimination in making decisions about dismissal or redundancy.

Where possible, we will ensure that any manager's decision to dismiss an employee is endorsed by the Administration Department. We will encourage leavers to give feedback about their employment in exit interviews.

#### Your rights and responsibilities

You have the right not to experience unlawful discrimination in our workplace. You also have a responsibility to understand this policy and help us to implement it.

All employees have a duty not to discriminate against each other and not to help anyone else do so.

#### What will happen if you act in a discriminatory way?

If, after investigation, we decide that you have acted in breach of this policy you may be subject to disciplinary action up to and including dismissal. This applies to the most senior levels of management as well as to all other employees.

#### Policy review and promotion

We will promote and publicize our Equality Policy as widely as possible, and will review it on a regular basis.