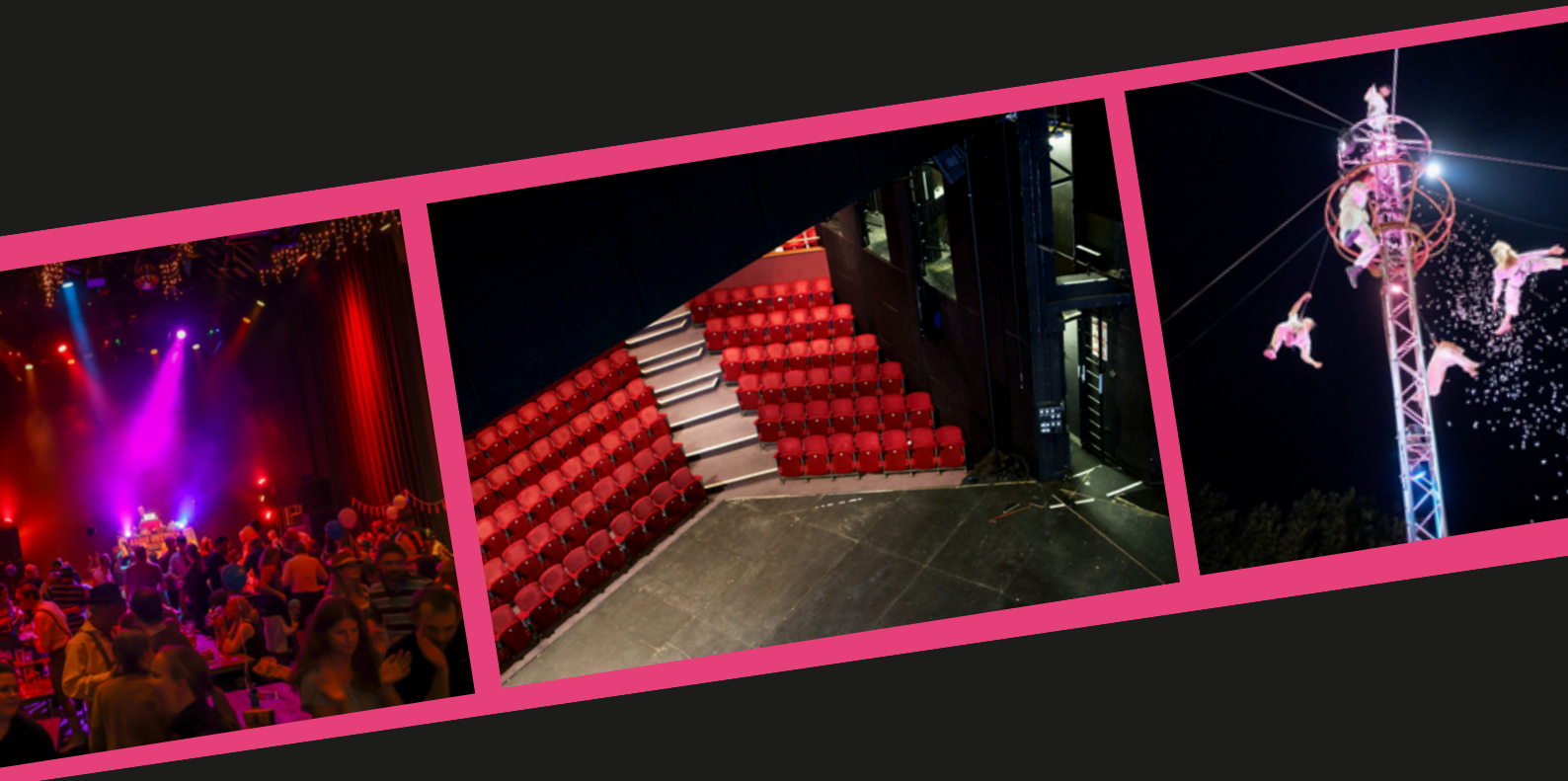


# WORKING WITH US!

Help Wiltshire Creative achieve the vision of enriching the cultural and creative life of Salisbury and Wiltshire.



**SALISBURY  
ARTS CENTRE**  
PART OF WILTSHIRE CREATIVE

**SALISBURY  
INTERNATIONAL  
ARTS FESTIVAL**  
PART OF WILTSHIRE CREATIVE

INCORPORATING

**SALISBURY  
PLAYHOUSES**  
PART OF WILTSHIRE CREATIVE

## About Wiltshire Creative

Wiltshire Creative is a multi-arts organisation that brings together the energy and ambition of Salisbury Playhouse, Salisbury International Arts Festival and Salisbury Arts Centre. It is an ambitious and innovative joint arts offer that secures a bright future for audiences, artists and participants.

## Our Vision

To enrich the cultural and creative life of Salisbury and Wiltshire.

## Our Mission

To create and present a dynamic and inclusive range of cultural experiences for the people of Salisbury, Wiltshire and beyond, including our role as a Southwest hub for talent development and learning and participation.

## Our Values

Creative, Inclusive and Ethical

You can find out more about us through our website and social media channels: <https://www.wiltshirecreative.co.uk/>

Follow us: @WiltsCreative



## About the role

Job Title:	<b>CASUAL DUTY MANAGER</b>
Responsible to:	<b>OPERATIONS DIRECTOR</b>
Main relationships:	<b>FRONT OF HOUSE MANAGEMENT TEAM; BARS STAFF; TECHNICIANS; BOX OFFICE STAFF; VOLUNTEER USHERS</b>

Duty Managers are responsible for front of house in the building when a performance is on, will act as a point of contact for all visitors and ensure standards of service and safety are met for our audiences.

Hours will be very variable throughout the year as they are linked to performance schedules and the role offers flexibility in terms of working patterns. Shifts will mainly be evenings and weekends.

Customer service skills and the ability to deal with a variety of situations calmly and professionally are essential.

## **Key responsibilities**

### **Duty Management**

- To maintain a high standard of presentation, cleanliness, and safety in all public areas of the company's premises
- To act as first point of contact for customers, contractors, suppliers and other visitors, dealing with all visitors in a polite, friendly and professional manner
- To ensure that the Duty Team give any extra assistance required by Patrons with Access requirements
- To give Front of House clearance for performances and ensure there is a visible Duty Manager presence at all arrival, interval and departure periods
- To supervise all Front of House, bar and café staff ensuring that they represent the company in a professional manner
- To enforce the uniform policy
- To provide support to hosted events in the public areas of the building ensuring that rooms or venues are set up appropriately and that the customer's expectations are met
- To work closely and maintain communications with the Duty Technical team
- To maintain good working relationships with staff, colleagues, contractors and suppliers
- To provide reasonable support and assistance to representatives from the police, ambulance, and fire services, and to representatives of local government or licensing bodies

### **Cashing Up**

- To be responsible for cashing up bar and FOH sales, agreeing staff till reconciliations and signing off cash handed over

## **Health and Safety**

- To be responsible for the safety of all users of the Front of House areas of the premises, and to ensure that all visitors, suppliers and contractors use Front of House areas safely
- To remain aware of and up to date with health and safety issues as they relate to Front of House areas
- To attend fire drill training, and to be able to take a leading role in the evacuation of the building if necessary
- To ensure that staff, customers, and other users comply with current licensing and other legal requirements

## **Security**

- To ensure the building is unlocked when on an early shift
- To make the building secure and to lock up at the end of each evening shift

## **General**

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by Wiltshire Creative's policies, as set out in the Staff Handbook
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management

## About you

- Clean and tidy presentation
- Ability to work on own initiative
- Experience of managing staff
- Experience of setting / un-setting alarm systems
- Good time management and ability to prioritise workload
- Previous customer service experience
- Flexible, responsive and organised
- Qualified First Aider (or willingness to achieve qualification before commencing work)
- Willing to work weekends and evenings

## **Terms and Conditions**

<b>Salary</b>	<b>£12.97 per hour</b>
<b>Type of Contract</b>	Casual
<b>Location</b>	Usually Salisbury Playhouse or Arts Centre, occasional external venues within Salisbury
<b>Hours of work</b>	Variable as offered on a rota basis, usually evenings and weekends
<b>Holiday</b>	Holiday paid at 12.07% of salary
<b>Benefits</b>	<ul style="list-style-type: none"><li>• Pension scheme subject to eligibility</li><li>• Complimentary tickets for in-house shows</li><li>• Invitations to press nights</li><li>• Occasional ticket offers on visiting shows</li><li>• Discount in our bars and cafés</li><li>• Opportunity for flexible working patterns</li><li>• Wellbeing activities</li><li>• Employee Assistance Programme</li><li>• A fully trained team of Mental Health First Aiders</li><li>• Training and development opportunities</li></ul> <p>Full details are available upon request.</p>



## How to apply

Thank you for your interest in this post. The closing date for applications is 9am on 2<sup>nd</sup> September 2025.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on [recruitment@wiltshirecreative.co.uk](mailto:recruitment@wiltshirecreative.co.uk) or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

## Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on [recruitment@wiltshirecreative.co.uk](mailto:recruitment@wiltshirecreative.co.uk) or 01722 320117.



## How to apply for this post

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or [recruitment@wiltshirecreative.co.uk](mailto:recruitment@wiltshirecreative.co.uk).

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

## Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.