

**Background**

Z-arts is the UK’s only dedicated arts centre for children and families, delivering a broad range of performing arts events, performances, exhibitions, activities, workshops and participatory opportunities. Our mission is to inspire and enable generations of young people from Manchester and beyond to use creativity to achieve their potential.

* Z-arts uses creativity to inspire, enrich and enable children, young people and families to reach their potential and be the agents of change in their own lives.
* In Our Arts Centre in Hulme, in education, in communities, at home and across networks
* Developing Children, Young People, Educators, Artists and Family-togetherness

Based in Hulme, we are committed to supporting our local communities as well as reaching out across Greater Manchester and the North West. We operate from a large Edwardian building which includes a 230-seat theatre, gallery, recording studio, music room, dance studio, café and numerous other rehearsal / meeting rooms. But there is much more to what we do that is outside of the building. We lead networks: Big Imaginations children’s theatre network; MADE (Manchester Cultural Education Partnership); and the Manchester family Arts Network.

Being online in 2020 has resulted in more people being aware of the different areas of work we deliver. In 2021 we will seek to embed this wider understanding of the whole of Z-arts activities as part of our ‘rebuild, research and develop’ including brand awareness and evaluation.

We receive strategic funding from Manchester City Council, to lead on best practice for engaging children and young people in arts and culture. We are an Arts Council England National Portfolio Organisation, leading and delivering the Big Imaginations regional network of children’s theatre, programming and commissioning relevant, diverse theatre for the modern family.

We lead the Manchester Cultural Education Partnership (MCEP) Working Group, with a vision to make Manchester a beacon for creative education, where the arts add magic to life experiences and learning for everyone.

Pre-Covid-19 levels of engagement:

* our Bright Sparks programme, which offers children and young people free creative workshops across all artforms, was full every day of the week.
* Over 100,000 visitors a year, including 25,000 to our Discover exhibition, promoting children’s literature.
* Over 20,000 children taking part in our regular activities every year.

Z-arts actively supports inclusivity of all communities, cultures and people with additional needs. We are also committed to being an anti-racist organisation, and pride ourselves on being a ‘welcoming venue’.

Our core values, being Welcoming, Inclusive, Vibrant, Forward-thinking, Engaging and Fun**,** are as important now as ever, as we welcome children and families back to our building and our practice.

A recent staff workshop identified Inclusive and Fun being our primary values for 2021.

Z-arts is committed to becoming a net-zero organisation and that all staff will be expected and encouraged to work towards this ambition throughout all aspects of their work at Z-arts.

**JOB DESCRIPTION**

**TITLE: Deputy House Manager**

**RESPONSIBLE TO: House Manager**

**RESPONSIBLE FOR: Box Office staff**

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**PURPOSE:**

To support the House Manager in ensuring an excellent, efficient and welcoming environment for all visitors to Z-arts, with a focus on the box office and line managing box office staff

**HOURS**

The hours of the role are 37.5 per week but the requirements of the business are such that a high degree of flexibility is necessary as evening and weekend work will be required as part of your rota.

**SALARY: £20,500 per annum**

**MAIN AREAS OF RESPONSIBILITY:**

1. To be responsible for the box office and ticketing system (Spektrix), ensuring shows and events are listed correctly
2. To line manage box office staff to ensure the smooth running of the box office
3. To deputise as front of house manager for shows and events in the absence of the house manager.
4. To provide an exemplary standard of customer care.
5. To prepare rooms for all bookings and events, including for the following days activities, liaising with the relevant departments and to undertake regular room checks.
6. To assist the House manager in overseeing the cleaners, ensuring that all areas are maintained to a professional standard.
7. To assist the House manager in managing the rota for duty managers, volunteers, front of house and café bar staff.
8. To provide tours of the building and facilities where required to prospective hirers.
9. To be fully conversant with the bookings system software (artifax) and to update the system with additional information as necessary
10. To be a duty manager, a designated key holder and responsible for the locking up of the building and cash handling when necessary.
11. To provide cover for box office as required
12. To provide cover in the café/bar as required
13. To work with the entire staff team to support and deliver Z-arts strategic and creative vision.
14. To understand, actively promote and adhere to Health & Safety legislation and Z-arts Health and Safety policy.
15. To adhere to all Z-arts policies and procedures
16. Any other duties required by the Senior Management Team

PERSON SPECIFICATION:

The successful candidate will be able to demonstrate the following:

1. Experience of working in a customer focused environment with responsibility for delivering excellent customer service.
2. Knowledge and experience of using IT, including the use of Box office systems and Microsoft Office Software.
3. Ability to demonstrate strong communication skills, both verbal and written.
4. Knowledge and experience of Health and Safety legislation and the impact on the role.
5. Experience of building and sustaining good working relationships.
6. A friendly, confident and outgoing personality.
7. Ability to exercise initiative, work with minimum supervision and take personal responsibility.
8. Ability to work effectively under pressure and deal with conflicting demands.
9. Ability to motivate and manage a team.
10. Ability to work well in diverse team and cooperate with others.
11. Excellent time keeping skills, conscientious and punctual.
12. Excellent standard of personal presentation.
13. An understanding of equal opportunities practices.

The following attributes would be desirable:

1. Knowledge of the Spektrix box office system
2. Experience of working in a multifunctional, creative environment
3. Previous front of house experience in an arts venue
4. An understanding of Access and Disability
5. First aid training