



Post title	Event/Duty Manager
Division / Section	Culture / Cultural Venues – Performance Venues or Cultural Venues - Museums and Galleries -
Department	City Strategy and Economy
Responsible To	Front of House Manager or Commercial & Visitor Services Manager
Number of post holders	7
Acting up/ Secondment	

Purpose of Job

To ensure the successful day-to-day running of visitor attractions by delivering the highest levels of engagement and customer service. Assist the Commercial and Visitor Experience Manager to exceed KPIs and contribute to the overall success of Edinburgh Museums and Galleries.

MAJOR TASKS/JOB ACTIVITIES

Delivering the front of house service through the customer service standards, client service and operational systems and ensure that arrangements are made for the effective implementation of the service for all events.

Undertake policy and administrative tasks that will result in meeting required service standards as well as legal compliance relating to legal and licensing legislation, staffing, finances, and other relevant obligations.

Ensuring that all aspects of health and safety and statutory regulations associated with public safety and bars/catering are adhered to, supported by up-to-date audits and documentation.

Ensure that all event information is shared and communicated effectively to staff, hirers and audiences at the operational level through the most effective channels

Monitor the project work of external companies, consultants and contractors as required, ensuring that Council policies and processes are adhered to at the operational level.

Contribute professional expertise to develop the service within own area, with other venues, and across the team and across the wider environment in which the post operates.

Support the security key holders with and /or locking and alarming the venues.

Supervision and Management of People

23 FTE Team for M&G.
FOH Casual Staff.

The numbers of staff on duty at any time will vary according to the venue activity and exhibitions.

Creativity and Innovation

Support competing requirements from clients, visitors, consultants, contractors and staff while continuing to offer high customer service standards.

Monitor venue facilities, ensuring that fabric and security of venues are maintained and any emergency requirements are dealt with accordingly to venue policy and procedures.

Contacts and Relationships

Daily contact with Front of House Manager or the Commercial & Visitor Services Manager as directed, venue colleagues, audiences, caterers, external suppliers, and event/performance clients of the venues.

Regular contact with other Council colleagues in Property Care and Public Safety with regard to the operational and performance management of the venues.

Decisions (Discretion)

Responsible for overseeing operational management services to ensure the smooth operation of venue activity to meet contractual arrangements.

Decisions (Consequences)

Makes immediate and concise decisions with a clear focus on customer service, event delivery, and business continuity, considering the potential impact on venue services, health and safety, security issues and staff.

Resources

Cash and electronic takings in excess of £1,000 on a daily basis within the Monuments.

Environment – Work Demands

Shift tasks are carried out without immediate supervision.

Makes daily decisions without direct supervision from Front of House Manager or the Commercial & Visitor Services Manager as directed, but has regular consultations over ongoing business matters.

Provides regular front of house event briefings to staff..

Environment – Physical

Venue based for most of the time with a desk available for any administration as required. Oversees all areas of the venue including public areas

Required to work evenings and weekends.

Environment – Working conditions

In public areas for most of their shift, during venue activity

Environment – Work Context

Contact with the public who may exhibit aggressive and challenging behaviour, ensuring any associated situations are dealt with in a professional manner.

Knowledge and Skills

Previous knowledge of supervising staff within a venue with a customer focus or a visitor attraction and working with the public essential.

Experience of developing customer service standards is required.

Hold 1st Aid certificate or be willing to attend training course.

Personal Licence Holder (Licensing (Scotland) Act 2005) is desirable

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Organisation Structure

(attach structure - specific to area of operation).