



# Event Duty Manager (casual roles)

ALEXANDRA PALACE, ALEXANDRA PALACE WAY, LONDON, N 2 2 7AY • 02 0 8 36 5 2121 • ALEXANDRAPALACE.COM  
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## ABOUT ALEXANDRA PARK AND PALACE

Alexandra Park and Palace is a major event, heritage and cultural destination located in north London. It is a rare survivor of the great Victorian age of entrepreneurship, exhibition and spectacle. It is now known for its panoramic views of the city, diverse entertainment programme and as the birthplace of BBC Television in 1936. The Palace is 7.5 acres in size and is surrounded by 196 acres of award winning parkland and together they receive over 3 million visits per year.

The Park and Palace exist for the enjoyment of the public forever. The Alexandra Park and Palace Charitable Trust is responsible for its maintenance, restoration and repair for the enjoyment of the public and delivers an annual programme of works and activities to ensure the charitable purposes are achieved. Alexandra Palace Trading Limited (APTL) is the Trust's wholly owned trading subsidiary. It delivers events, entertainment and leisure activities on the premises all year round, from live music concerts to Health and Wellbeing exhibitions and generates essential income for the Charity, as well as bringing the site to life for a diverse audience.

## ROLE DESCRIPTION

The **Event Duty Managers** will support Alexandra Palace's Events team overseeing the front of house operation primarily in the recently refurbished Victorian theatre with a 1,300 capacity. This role may also be asked to support on concerts and large events with capacities of up to 10,250.

Taking instruction from the Event Managers, the Duty Manager will oversee front of house duties, working closely with security, traffic management, volunteers and customer service teams upholding the venue's standard operating procedures.

This role does not require any planning or programming and work is offered on an as and when needed basis according to Alexandra Palace's event calendar.

The hourly rate is **£13.50 - £16.50** per hour *dependent on experience*.

## HOW TO APPLY

To apply for the role of **Event Duty Manager** please send a **CV** and **cover letter** outlining how you meet the requirements of the role to [recruitment@alexandrapalace.com](mailto:recruitment@alexandrapalace.com).

Please also complete and return an [Equalities Monitoring Form](#) with your application.

There is no fixed closing date however we will be reviewing applications and interviewing candidates on an ongoing basis so don't delay in applying!

Due to the volume of applications we are unable to provide feedback to those not shortlisted for interview

## OUR COMMITMENT TO EQUALITY AND DIVERSITY

Alexandra Palace values diversity, our strength comes from combining what we have in common, our shared purpose and values, with what makes each of us different. We believe that people from different backgrounds bring fresh ideas, thinking and approaches and can help us to be more effective.

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. Alexandra Palace is proud to hold the Level 1 Disability Confident Employer Standard, demonstrating our commitment to recruiting and retaining disabled people and people with health conditions for their skills and talent, and providing opportunities to help them achieve their potential.

We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team.

## JOB DESCRIPTION

<b>Job Title</b>	<b>Events Duty Manager</b> (casual)	
<b>Department:</b>	Event Operations	
<b>Team</b>	Events	
<b>Responsible To</b>	Head of Events / Theatre Manager (depending on event)	
<b>Responsible For</b>	All event contractors on the specific event day	
<b>Overall job purpose</b>	To manage front of house operations when acting as Duty Manager on nominated events, primarily in the Victorian Theatre. This includes working front of house and liaising with both customers and clients.	
<b>Key internal relationships</b>	Events, Catering, Marketing, Facilities	
<b>Key duties and responsibilities</b>	<ol style="list-style-type: none"> <li>1. Act as Duty Manager for theatre performances and key decision maker within area(s) of responsibility including: <ul style="list-style-type: none"> <li>- Manage and resolve any customer issues and queries</li> <li>- Safely open and close event areas</li> <li>- Liaise with security, traffic, medical and cleaning contractors</li> <li>- Evacuation and emergency procedures</li> </ul> </li> <li>2. Deliver event activity in line with venue standard operating procedures, within agreed licensing conditions and health and safety standards providing an excellent customer / client experience</li> <li>3. Provide support to the Event Manager and wider events team as and when required including directing customers and assisting with ingress and egress</li> <li>4. Carry out briefings with volunteers, contractors and suppliers prior to event open and lead on key meetings during the event</li> <li>5. Monitor contractor and supplier service delivery in accordance with service level agreements (SLAs) and standard operating procedures (SOPs) during events</li> <li>6. Complete all necessary pre and post event report paperwork within agreed timeframes e.g. show reports, health and safety check list, and event briefing sheets (DBIs)</li> <li>7. Report any building repairs or issues in a timely manner and take responsibility for ensuring work areas are clear and tidy upholding a high standard of site presentation.</li> </ol>	<p>30%</p> <p>30%</p> <p>10%</p> <p>10%</p> <p>10%</p> <p>5%</p> <p>5%</p>

## PERSON SPECIFICATION

<b>Person Specification</b>	<u>Essential</u> <b>Education / Qualifications / Memberships</b> GCSE Maths and English at C or above <i>or equivalent</i> with ability to present information clearly	<u>Desirable</u> A full clean driving license (required to drive Gator around site)  Degree in Event Management or relevant qualification  IOSH Managing Safely
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<p><b>Experience</b>  Experience of working in a theatre, events business or licensed premises, managing front of house areas.</p> <p>Experience of working as part of a team.</p> <p>Experience of working in a role that demonstrates a high level of customer service</p> <p><b>Skills and Knowledge</b>  Good understanding of health and safety processes and procedures</p> <p>Ability to work proactively on own initiative</p> <p>Team player</p> <p>Flexible and adaptable approach</p> <p>Calm under pressure- able to deal with changing requirements on the day</p> <p>Ability to exercise appropriate situational judgement</p> <p>Physically capable of fulfilling the roles and responsibilities of the post which may include standing for long periods of time</p> <p>Available to work weekends, bank holidays and anti-social hours</p>	<p>Experience of working as an operations or event manager within a venue preferably with a capacity of over 1,000 with duty management responsibilities</p> <p>Experience working with and supervising contractors and suppliers (security, traffic, medical etc.)</p> <p>Knowledge of Alexandra Palace event programme</p> <p>Knowledge of and interest in theatre</p>
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**DIMENSIONS**

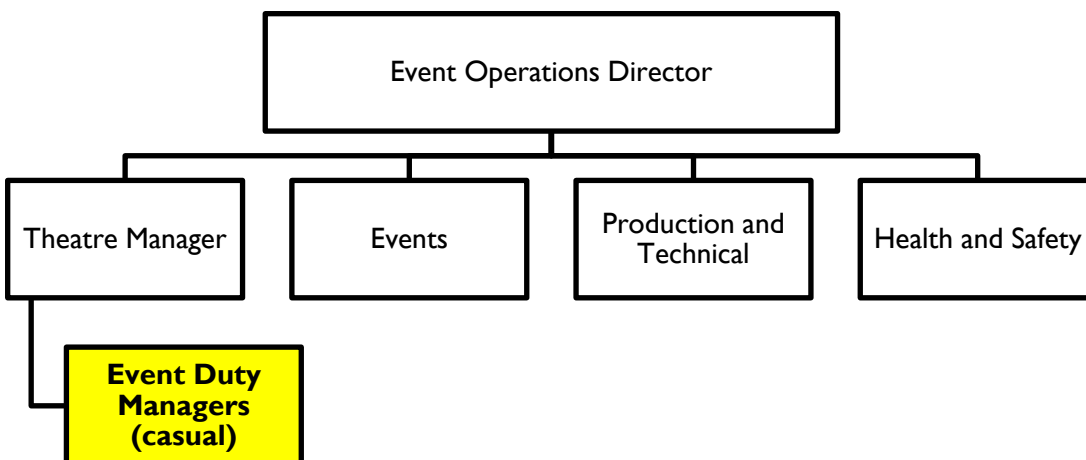
**Financial responsibilities**

none

**People management responsibilities**

Supervision of contractors and suppliers when on site when acting as Event Duty Manager

**ORGANISATIONAL CHART**



**GENERAL OBLIGATIONS**

- i. **Health and Safety**  
All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.
- ii. **Equality**  
Commitment to equality of opportunity in the service we provide to our customers and as an employer.
- iii. **Safeguarding**  
Demonstrate commitment to safeguarding of children, young people and vulnerable adults.
- iv. **GDPR**  
To handle personal data in accordance with the organisation’s data protection policy and to record all processing activities in the organisation’s data register where appropriate.

**VALUES AND BEHAVIOURS**

- 1. We are Collaborative
- 2. We are Bold
- 3. We are Open and Genuine
- 4. We are Passionate and Fun
- 5. We are Resourceful

**The Core Competency Framework**

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2.

**1. We are COLLABORATIVE**

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Work with other teams to raise and solve issues</li> <li>• Hold regular meetings to gain team input</li> <li>• Be visibly available to my team</li> <li>• Book weekly catch ups with other teams</li> <li>• Think and act as one organisation</li> <li>• Pro-actively talk to others rather than sending emails</li> </ul>	<ul style="list-style-type: none"> <li>• Encourage silos or working in isolation</li> <li>• Think our work is more important than that of other teams</li> <li>• Make decisions without consulting other teams that may be impacted</li> </ul>

**2. We are BOLD**

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	<b>We Will</b>	<b>We Won’t</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Try new ideas and think outside the box</li> <li>• Look for possibilities and opportunities everywhere – taking time to think creatively</li> <li>• Have faith in my ideas and find my voice</li> <li>• Encourage the ideas of others more often</li> <li>• Utilise the experience of the whole team</li> <li>• Strive to improve the customer experience</li> <li>• Encourage others to see mistakes as learning</li> </ul>	<ul style="list-style-type: none"> <li>• Say “I can do better” but then do nothing</li> <li>• Accept something just because it is the way it’s always been done</li> <li>• Shut down ideas without thinking about the pros and cons</li> <li>• Resist change because it is too challenging</li> <li>• Think “I can’t do it”</li> <li>• Say “No” but not explain why</li> </ul>

**3. We are OPEN AND GENUINE**

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Get to know my team members</li> <li>• Be human – show empathy and care for others</li> <li>• Thank people and make them feel good</li> <li>• Accept all - embrace different points of view</li> <li>• Confront difficult situations with openness, sensitivity, care and empathy</li> <li>• Pro-actively address exclusion and discrimination</li> </ul>	<ul style="list-style-type: none"> <li>• Exclude people because I find them difficult or challenging</li> <li>• Ignore or belittle the ideas or thoughts of others</li> <li>• Allow our own view to prevail not taking into account differences of opinion or approach</li> <li>• Tolerate exclusion or discrimination</li> <li>• Delegate to the same people as they always say “Yes” and avoid delegating to others</li> </ul>

**4. We are PASSIONATE & FUN**

“Our job is to put smiles on people’s faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Act as a role model for others by demonstrating passion for my job and energy every day</li> <li>• Go the extra mile – setting an example for the team</li> <li>• Make time to celebrate success</li> <li>• Inspire, develop and build my team</li> <li>• Focus on delivering quality for myself and my team</li> <li>• Create a culture of fun so that we can all enjoy what we do</li> </ul>	<ul style="list-style-type: none"> <li>• Act negatively - moaning and criticising</li> <li>• Forget to celebrate</li> <li>• Just do the minimum to get by</li> <li>• Accept negativity or inappropriate behaviours in our teams</li> </ul>

**5. We are RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties”

	<b>We Will</b>	<b>We Won't</b>
<b>Level 2</b>	<ul style="list-style-type: none"> <li>• Bring solutions not just problems and complaints</li> <li>• Take a “see it and own it” approach</li> <li>• Make smart use of our resources</li> <li>• Actively look outside for new ideas and research</li> <li>• Attend and encourage others to attend training and conferences and bring back new ideas</li> <li>• Understand what generates profit</li> <li>• Free up budgets to spend where most needed</li> <li>• Empower and coach my team to come up with their own solutions</li> <li>• Make use of people’s skills from outside of work as well as at work</li> </ul>	<ul style="list-style-type: none"> <li>• Use resources just because we have them</li> <li>• Say “no” just because of lack of resource</li> <li>• Just go for quick wins because they are easy</li> <li>• Allow wastage in our work areas</li> <li>• Take on too much at once</li> <li>• Create a stressful environment for myself or those around me</li> </ul>

**JOB APPLICANT PRIVACY NOTICE**

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>