



## English Folk Dance and Song Society

### Duty Manager (casual)

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The English Folk Dance and Song Society (EFDSS) are seeking a Duty Manager to join the operations team at Cecil Sharp House.

#### BACKGROUND INFORMATION

EFDSS is the national development organisation for the English folk arts. It is multi-faceted, being a membership society (3,400 members); England's folk arts centre (Cecil Sharp House); an education, training and creative development agency; an advocate and lobbyist on behalf of the folk arts; and custodian of the Vaughan Williams Memorial Library (VWML), England's folk music and dance archive, which was awarded designated status by the Museums, Libraries and Archives Council (MLA) in 2011.

Cecil Sharp House (CSH) is a 1930s Grade II listed building, purpose built to be the home of the English Folk Dance and Song Society and the Vaughan Williams Memorial Library. The Vaughan Williams Memorial Library is England's national folk music and dance archive and 'the most important concentration of material on traditional song, dance and music in the country' (Designation statement - Museums, Libraries and Archives Council, 2011).

The busy EFDSS performance programme at CSH has included some of the biggest names in folk music – Peggy Seeger, Martin & Eliza Carthy, Shirley Collins, Catrin Finch & Seckou Keita, Martin Simpson and Kate Rusby as well as new and emerging artists. The venue is also a regular host of the Sunday Papers and large scale externally hired conferences and festivals. The building itself has also appeared in films, television programmes, as a location for fashion shoots and for recording music.

There is a thriving Education Programme which encompasses adult learning courses such as the Cecil Sharp House Community Choir and Folk Music Workshops, family events, including Family Barndances and May in a Day, plus a youth programme including the National Youth Folk Ensemble, London Youth Folk Ensemble, youth ceilidhs, Youth Forum, The Young Folk Club and our new Folk Unlimited creative music sessions for disabled young people and young adults.

Cecil Sharp House offers five main spaces which can be hired for both folk and commercial activities like public concerts, dance classes, theatre, dance & orchestra rehearsals, trade fairs and exams. Regular clients include the BBC, The London Symphony Orchestra, English National Opera, Phil McIntyre Entertainment, Raymond Gubbay, University College London and the Cabinet Rooms. In 2013 CSH re-launched as a wedding reception venue and is now developing its reputation as a unique corporate and private entertainment venue.

In 2013 the building was made step-free with the installation of a lift and refurbishment of public areas. This now enables access to all floors including the offices, enabling greater access to our events and facilities. A restoration of the main space, Kennedy Hall, took place during 2015/16 with hearing loops installed into this and one other hall, and there are plans to further develop the facilities to improve the hirer and visitor offer in the next few years. Streaming equipment will be installed by the autumn and will be made available to hirers.

Cecil Sharp House provides a box office service for EFDSS's own vibrant programme of events plus venue hires such as talks, concerts and dances, using Spektrix as the box office system.

## **JOB DESCRIPTION**

**Job Title:** Casual Duty Manager

**Based at:** Cecil Sharp House, 2 Regent's Park Road, London, NW1 7AY

**Responsible to:** Venue Operations Manager

**Responsible for:** Box Office and Events Assistants/ Volunteer Stewards

**Summary Job Purpose:** This post is a key addition to the EFDSS Operations Department, ensuring the smooth running of its growing programme of events and the on-going improvement of Cecil Sharp House. Cecil Sharp House is an impressive 1930s Grade II listed building near Regents Park in central London, only minutes from the bustle of Camden Town and picturesque Primrose Hill. One of London's best kept secrets, we offer five spaces for hire including a 500 capacity concert hall.

The Duty Manager must ensure that Cecil Sharp House is a safe, welcoming and accessible place for all its visitors, performers, hirers and EFDSS staff including volunteer stewards. EFDSS delivers a broad and exciting programme of folk music concerts, dances and a thriving educational programme of classes, workshops and participatory events for adults, families and children at Cecil Sharp House.

### **KEY RESPONSIBILITIES:**

- To welcome, direct and help all visitors, especially first time and visitors with specific needs, as the first port of call for face-to-face enquiries about EFDSS and Cecil Sharp House. To direct enquiries to the appropriate staff member when necessary.
- To welcome all the visiting hirers, performers and participants and to maintain EFDSS reputation as the Folk Development agency for England.
- To liaise with the hirer/organiser/leader of any events or classes occurring that day/evening to ensure that their expectations are met and that their event goes as planned i.e lighting & technical equipment is provided on request, chairs and tables laid out as required, running order discussed, comps, guest lists, etc.
- To understand and communicate the terms and conditions of EFDSS hires and events and to ensure that all hirers & promoters adhere to the conditions of their contracts.
- To ensure that all Health and Safety, Fire Safety requirements are maintained in Cecil Sharp House while you are on duty – this includes having a thorough awareness of all events and hires which are occurring throughout the building while you are on duty.
- To brief Events Assistants and Volunteer Stewards either provided by EFDSS or by the hirer/promoter on the Health and Safety and Fire evacuation procedures before any event commences and to ensure that records of this training are kept.
- To check all fire escape routes are clear and free from obstructions and to keep records confirming this as part of the fire risk assessment.
- To understand and be able to effectively carry out emergency procedures i.e to raise the alarm in the event of fire, to safely evacuate the building, to attend to first aid incidents and to attend necessary training when required to keep these skills up to date and relevant.

- To be a key holder for the building. To ensure that the building is clear of all staff and visitors, locked, secure and alarmed at the end of each day and that fire exits are unlocked prior to opening each morning.
- To ensure that Cecil Sharp House, its gardens and grounds maintain a high standard of cleanliness and appearance at all times. To prepare the building and it's exterior at the beginning and end of each shift for the imminent programme of events and activities.
- Dealing with any reasonable technical requirements of hirers as agreed by Operations Director or Venue Operations Manager i.e. setting up of laptops and data projectors, setting up stage lights and PAs.
- To be able to anticipate and respond to any last minute requests or changes to programme.
- To ensure that the Green Room is clean and tidy and stocked when instructed and cleaned at the end of the shift.
- To ensure that adequate and up to date signage and promotional materials relating to the event and EFDSS are displayed neatly and visibly (i.e safety notices, flyers, posters etc).
- To produce an End of Day Report including visitor numbers, performer comments, audience reaction, customer comments, maintenance issues.
- To identify and report to the Venue Operations Manager building maintenance work that needs attention.
- To monitor and report any damage caused by building users so that damage payments can be charged if necessary.
- To liaise with and assist other staff in the building to ensure a consistent visitor experience i.e café & bar staff, cleaners etc.
- To sell tickets and manage ticket lists for events and concerts, as and when requested by the Venue Operations Manager.
- Check and reconcile Box Office sales and other takings (e.g. catering, merchandise etc) and ensure that any monies handled are kept secure.

## **Other**

1. Be an Ambassador for the Society.
2. Carry out any other duties that may be reasonably requested.

## PERSON SPECIFICATION

### Essential:

- Experience at supervisory level in a cultural, performance or security customer led environment.
- Excellent interpersonal skills including the ability to communicate clearly, lead with authority and show tact and diplomacy when necessary.
- Ability and willingness to work flexible hours including evenings and weekends.
- A willingness to be trained as a First Aider and Fire Marshal.
- Have some knowledge and awareness of licensing issues.
- A commitment to working to high standards and providing the highest level of visitor service.
- As representatives of EFDSS it is essential that you are polite, presentable and committed to working to EFDSS's values and ethos.

### Desirable:

- IT and technical skills.
- Interest in folk arts, arts education, participatory arts, adult learning.
- Awareness of child protection, equal opportunities and health and safety policies and best practice.
- Experience of using audio-visual equipment and technical equipment.

### Qualities:

- Self motivation.
- Attention to detail.
- Ability to juggle multiple priorities.
- Ability to work as part of a team.
- Flexibility and a positive attitude.
- Resilience – ability to cope well with change and challenge.
- Ability to relate to, and communicate well with, children and adults of all ages and backgrounds.

## CONDITIONS OF EMPLOYMENT

Salary: £11.33 per hour, inclusive of holiday entitlement.

Hours: This is a casual position and shifts will be allocated on an ad-hoc basis usually with around 2-4 weeks' notice although there may also be last minute requests to cover sickness and absence. You must be available to cover weekend and evening work.

Probation: The post carries a 3 month probationary period.

## HOW TO APPLY

**At the English Folk Dance and Song Society we strive to be an Equal Opportunities employer and to ensure that no person is unfairly discriminated against in our recruitment and selection policies and procedures. We are committed to diversifying our workforce to better represent society and we follow guidance on positive action in recruitment from the Equality and Human Rights Commission and the Equality Act 2010.**

For **further information** about our work and to download the full Job Description please visit our website: <https://www.efdss.org/>

Applicants should complete the EFDSS Application Form and Equal Opportunities Monitoring Form which can be downloaded from <https://www.efdss.org/about-us/work-for-us/vacancies> (**CVs will not be accepted**).

Completed application forms should be submitted via email to [recruitment@efdss.org](mailto:recruitment@efdss.org)

**Closing date** When sufficient applications have been received. Interviews will be held at Cecil Sharp House or via Zoom.