



## **JOB DESCRIPTION & PERSONAL SPECIFICATION: DUTY MANAGER**

**Post Title:** Duty Manager

**Contract Type:** Casual

**Salary:** £13.30ph, plus holiday uplift (£1.73ph) = £15.03ph

**Responsible to:** Head of Operations

**Hours:** Casual

**Location:** Redhills, Durham Miners Hall

**Probationary Period:** 6 Months

**Holiday:** As a casual post, a 13% uplift will be added to the hourly rate

**Notice Period:** Prior to end of probationary period: 1 week

Following completion of probationary period: 2 months

**DBS Check:** We welcome applications from people with diverse backgrounds and experiences. If you have an unspent criminal conviction, you must let us know when you apply. If appointed, you will need to complete an enhanced Disclosure and Barring Service (DBS) check (and renew it regularly). Having a criminal record does not automatically disqualify you from working with us. We will consider the nature of any conviction, when it happened, and how it relates to this role and our organisation. If you would like to discuss this before applying, please contact us.

**References and Right to Work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.

## ABOUT REDHILLS

The magnificent Redhills Miners Hall is Durham's other cathedral. It's a building in which community power literally changed Britain. **We believe it can do so again.**

It was here, in Redhills' unique Pitman's Parliament, that the collective strength of ordinary working people achieved the extraordinary. They built the forerunner of Britain's welfare state, transforming the health, education, housing and leisure of our working class communities. They built a self-made tradition and culture which bound the people of Durham together.



The Durham Miners Association has passed the stewardship of Redhills to a new charity, Redhills CIO, which is renewing the building and returning it to the communities whose values inspired it, whose resilience sustained it, and whose labour paid for it.

The building is a venue for cultural events, conferences, celebrations and exhibitions and offers an audio-visual guided tour. It has office space for local organisations. Redhills CIO is a not-for-profit charity but aims to generate enough income from activities in the building to be sustainable.

Beyond the building, Redhills CIO aims to revitalise coalfield communities by building and convening a network of powerful self-organised groups, with Redhills at its heart, that can build a solidarity economy that changes people's lives.

## OUR CAUSE

**We harness the power of the Durham Miners' living heritage to inspire and empower our coalfield communities to take collective action to change their own lives.**

## OUR 3 MISSIONS

### 1 > Build pride, confidence and hope

Re-establish Redhills as the focal point to celebrate the living heritage and culture of County Durham's coalfield communities.

### 2 > A community network and parliament

Convene a powerful network of self-organised groups to come together to solve shared problems by building a solidarity economy.

### 3 > A beacon for marginalised communities

Build a campus to foster social, economic and political education and prototype, study and disseminate ways to build the solidarity economy.



## PURPOSE OF THE POST

The Duty Manager plays a key role in ensuring that events at Redhills run smoothly and safely. You will be the main point of contact for customers, hirers, and staff during events, helping to create a welcoming and well-organised experience for all visitors.

This is a hands-on role – you will prepare event spaces, coordinate staff and volunteers, and oversee venue operations. You will also be responsible for handling health and safety, cash reconciliation, and building security at the end of shifts.

## DUTIES AND RESPONSIBILITIES OF THE ROLE

1. Prepare rooms and public areas before events, ensuring they are clean, safe, and accessible.
2. Open and close the building, ensuring all areas are ready for use and secured at the end of shifts.
3. Act as the main contact for customers, hirers, and visitors, ensuring their needs are met.
4. Ensure that refreshments (e.g. tea, coffee, catering) are provided as agreed with hirers.
5. Work with external suppliers such as caterers and security teams as needed.
6. Organise and brief staff and volunteers before each event, ensuring everyone understands their roles.
7. Lead the Front of House team to ensure excellent customer service and a smooth-running event.
8. Handle customer queries and feedback, reporting any issues to the Head of Operations.
9. Ensure the venue meets health and safety standards before opening to the public.
10. Act as the Designated Premises Supervisor (DPS) as required.
11. Be prepared to lead evacuations and respond to emergencies, following venue procedures.
12. Stay up to date with ACT and Protect training, recognising signs of suspicious behaviour.
13. Provide First Aid when needed and arrange emergency medical assistance if required.
14. Record and report any accidents, near misses, or building issues.
15. Handle cash takings, reconcile sales, and complete financial records at the end of shifts.
16. Maintain clear and accurate records of events, incidents, and customer feedback.

## SUPPORT AND WORKPLACE ADJUSTMENTS

We are committed to making reasonable adjustments to support employees with disabilities or accessibility needs. This includes providing appropriate equipment, adaptations, or other workplace adjustments to enable staff to carry out their role effectively, in line with the Equality Act 2010.

## YOUR RESPONSIBILITIES

As part of the team at Redhills, you will:

- Champion fairness and inclusion, ensuring that all colleagues and visitors are treated with respect and given equal opportunities.
- Handle confidential information responsibly, following data protection policies and good practice.
- Follow health and safety policies, ensuring a safe working environment for yourself and others.
- Be open to learning and development, growing your skills and knowledge as part of your role.
- Help keep children and vulnerable adults safe, reporting any concerns to the appropriate service and following Redhills' safeguarding policies.

This job description provides a general outline of your responsibilities. These may change over time, but any adjustments will reflect the nature and level of the role.

# PERSONAL SPECIFICATION

## Essential Skills & Experience

- ✓ Experience in customer service, preferably in a public-facing role.
- ✓ Strong communication skills, able to interact professionally with visitors, customers, and staff.
- ✓ Ability to manage a team, ensuring staff and volunteers are supported.
- ✓ Confidence in handling challenging situations calmly and professionally.
- ✓ Reliable and punctual, with excellent time management skills.
- ✓ Highly organised, able to work without supervision.
- ✓ Attention to detail, ensuring events and venue operations run smoothly.
- ✓ Flexible availability, able to work evenings and weekends as required.
- ✓ Good telephone manner, able to handle enquiries professionally.

## Desirable Skills & Experience

- + Experience supervising a team or leading volunteers.
- + A passion for community events and heritage spaces.
- + Cash handling experience and confidence in financial record-keeping.
- + Understanding of licensing laws related to events and hospitality.
- + Confidence in using computerised systems for bookings, reports, and cash reconciliation.

## Training & Support

We will provide any necessary training to help you succeed in the role. However, the following certificates or training would be useful:

### Desirable Training (Not Essential)

- Personal Licence (for alcohol sales supervision)
- Health & Safety
- Manual Handling
- SIA (Security Industry Authority) Licence
- First Aid
- Dementia Awareness
- Disability and Deaf Awareness (DDA) Training
- LGBTQ+ Awareness Training