

**TRINITY:**

Recruitment Application Pack

Duty Manager – July 2022



# Application Pack for the role of Duty Manager

Thank you for inquiring about the above opportunity.

The closing date for receipt of applications is **9am on Monday 8th August** and interviews will be held week commencing 15th August.

Enclosed within this application pack you will find:

- Information about Trinity Community Arts
- Job description
- Person specification
- Trinity Recruitment Policy

## How to Apply

To apply please download and complete an [application form](#) and email to [info@trinitybristol.org.uk](mailto:info@trinitybristol.org.uk) with 'Duty Manager' in the subject. Please also complete an anonymous online [Equal Opportunities Monitoring Form](#). Please note we do not accept CV applications.

## Commitment to Equal Opportunities

Trinity is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We make every effort to eliminate discrimination, direct and indirect, from our recruitment and selection process. Where applicable, reasonable adjustments will be made at each stage of the recruitment and selection process as required to reduce any potential barriers faced by applicants and to give them equal access to employment opportunities.

If you need this application pack in a different format or would like to submit your application to us in a different way, e.g., by video or sound file or if you require any reasonable adjustments to the interview and selection process, please contact us via email at [info@trinitybristol.org.uk](mailto:info@trinitybristol.org.uk) or via telephone on 0117 935 1200.

## Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched person specification more closely.

We are committed to providing detailed feedback to candidates unsuccessful at the interview stage.

If you have questions, or would like an informal chat about the role, please get in touch. We look forward to receiving your completed application and thank you for your interest in the role. vacancy.

## About Trinity

Our mission is to empower communities through arts and make sure everyone has the opportunity to access and shape arts and culture in Bristol.

We provide a progressive programme of arts and cultural events, social activities and projects, giving people space to come together, create, connect, learn, share and celebrate.

Based in the Trinity Centre, this much-loved historic landmark is a cultural hub for East Bristol and one of the city's few remaining independent live-music venues, used by over 60,000 people each year.



### Trinity's message is, "YOU can create"

People living locally to Trinity lead rich cultural lives. There is a breadth of taste and appetite for a variety of opportunities and ways to be creative. So, we keep our definition of arts and culture broad and our framework flexible, to be able to respond to that diversity.

The Centre's colourful history has embedded it firmly in the hearts and minds of generations of Bristolians. Our shared heritage is a powerful source of social capital, enabling people from different backgrounds to build commonality and a sense of shared identity and pride.

People are attracted to Trinity by the breadth of our offer and freedom to realise their own ideas. Our asset-based community development model sees us blending high quality arts provision with bottom-up community engagement, working with local residents and key underserved groups to express themselves creatively.

Working with over 200 cross-sector partners annually, we provide a programme of contemporary, participatory, socially engaged arts, engaging 60,000+ people across over 1,000 events and cultural experiences. Our position, track record and approach mean's we are uniquely placed to empower communities through arts; improving individual well-being, building communities and enhancing society in pursuit of our vision: creative expression for all.

# Our Vision & Mission

Trinity's vision is for everyone to have the opportunity to access and shape arts and culture because we believe art improves individual well-being, empowers communities and enhances society.

---

Our mission is to empower communities through arts. We do this through providing a diverse programme of arts, heritage and cultural projects, activities and events.

---

Projects are supported by a range of national and local funders, individual donations and income we generate ourselves.

## Job Description for the role of Duty Manager

Contract type - Permanent  
Hours per week - Casual  
Rate of Pay - £10.50p/h regular hours, £12p/h anti-social hours  
Location - Trinity Community Arts Centre; Bristol  
Reporting to - Events and Functions Manager

### About the Role

Trinity Community Arts (TCA) is a charity that connects communities and contributes to urban regeneration, through a progressive programme of live music and creative activities.

Trinity is looking for a casual Duty Manager to join our team in time to help us with the delivery of our late-night programme alongside our varied community events. We run a wide range of activities from dance classes, weddings, parties, public forums, music events and more. The role will require someone who is willing to work flexibly and independently, with minimal supervision, to ensure our policies are adhered to. The ideal candidate will be able to work with a diverse range of people, be able to adapt to an ever-changing environment and have a passion for working in a community setting. The Duty Manager has responsibility for the safe and effective operation of the building during these activities and events.

### Key responsibilities

#### Key Duties

- Act as a designated key-holder and guardian of the Trinity Centre.
- During contracted hours, work to ensure safe and effective operation of the building, the activities and events, including but not exclusive of:
  - Ensuring all activities comply with our policies, standards, working practices and Health and Safety guidelines; ensuring compliance at all times of licensing regulations, including Wedding License requirements and Alcohol sales
  - Ensuring an exceptional standard of service to all visitors, hirers and Centre users and dealing effectively with customer enquiries
  - Working flexibly according to our ever-changing events calendar and with a diverse range of people
  - Maintaining the good appearance of all public areas and areas surrounding the centre building
  - Helping prepare spaces and equipment for events and activities
  - Helping to uphold the Centre's Policies relevant to the area of activity, in particular, but not exclusive of, Health & Safety, Child Protection and Equal Opportunities
  - Attending meetings with Events and Centre staff as required in order to ensure effective management of the building during events
  - Carrying out all monitoring and recording of audiences/user groups as required
- Undertaking any other work as agreed with the Venue Manager and/or Events and Functions Manager where appropriate and/or as may be required as part of a shift.

All staff are expected to uphold the Centre's commitment to equality of opportunity and adhere to our policies, in particular; Health & Safety and Safeguarding policies.

## Job Description for the role of Duty Manager - continued

### Role Responsibilities

1. ensure public safety  
Including: Health & Safety, Risk Assessment, Fire Safety, Evacuation, First Aid, Accident/Incident Reporting
2. Uphold licensing conditions Including: Sale of alcohol, opening times, control of noise.
3. Safeguard children, young people and vulnerable adults  
Including: Challenge 25, incident reporting.
4. Ensure the hirer upholds the terms & conditions of their hire  
Including: appropriate décor, venue left as found i.e. rubbish removal, get out on time.
5. Provide quality customer service  
Including: accommodating customer where reasonable, responding to feedback, reporting complaints.
6. Ensure Trinity's policies are upheld  
Including: Code of Conduct, Equal Opportunities.

# Person Specification for the role of Duty Manager

## Essential Criteria

We would love to hear from you if you have;

- Experience of duty managing large-scale events and working in front-of-house roles
- Experience as a responsible key-holder for a public premises
- Proven understanding of issues around Health and Safety in a public space, licensing and implementing procedures
- Ability to use initiative and work with minimum supervision
- Experience of working with the public, including problem solving and managing difficult or challenging situations
- Excellent interpersonal and customer-care skills and a commitment to providing excellent service
- Understanding and awareness of Safeguarding and its implementation
- Basic technical experience (i.e., audio & visual equipment)
- A flexible approach to work, including the ability to work unsocial hours
- Good communication skills

## Desirable Criteria

- Commitment to the values and objectives of Trinity Community Arts and the work of the Trinity Centre
- Experience of working within a diverse community environment across a range of events
- Experience of working with box office systems
- An interest in the breadth of activities of the Centre, whether community, arts, music or late-night culture.
- First Aid qualification
- Fire Marshal training
- Health & Safety training
- Technical training (Sound systems, lighting, microphones)

## Additional Information

The post holder will be expected to work flexible hours where required, including early mornings, late evenings and weekend shifts. Shifts will be agreed in advance via a monthly rota.

Shift patterns Events range from small to large scale public and private functions. Hours of work will vary - shifts may cover some of the following:

- Live music/performance events - Monday-Sunday evenings, 5pm-1am
- Club nights - Friday and Saturday 9pm-5/6am (set-up between 5pm - 10pm)
- Weddings - Friday, Saturday and Sunday, 8am-5pm / 4pm-2am
- Other weekday/weekend daytime functions and events

# Trinity Recruitment Policy

## Equal Opportunities

Trinity Community Arts is an equal opportunities employer and encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, religion or belief, socio-economic class, A commitment to equality of opportunity is a necessary qualification for any job within the organisation.

## Flexible working

This post is being advertised as a part-time role, 22.5 hours. However, Trinity has a strong track record of flexible working and are happy to discuss a range of flexible working options for this role in line with our Flexible Work Policy.

This includes remote working, varying days/times, part-time hours and/or job-share for the right candidate/s.

## Safeguarding

An enhanced check with the Disclosure and Barring Service (DBS) is required for this post, in line with our Safeguarding Policy.

## Ex-Offenders

Trinity supports the rehabilitation of ex-offenders and is committed to ensuring that suitable skilled employees are not excluded from this post, where this does not conflict with our Safeguarding Policy.

## Application Assessment

As an equal opportunities employer, we ask applicants to use a standard application form, instead of a CV, so that we are able to remove all personal details from the assessment process and only assess on the details contained in the body of the application.

Short-listing decisions are based solely on the information provided within the Application Form. All candidates must provide sufficient evidence concerning how they meet the job requirements, even if they are known to the organisation. We do not take any previous knowledge we may have of candidates into account.

## Feedback

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched person specification more closely.

We are committed to providing detailed feedback to candidates unsuccessful at the interview stage. Please contact us via email at [info@trinitybristol.org.uk](mailto:info@trinitybristol.org.uk) or via telephone on 0117 935 1200 for further information about this post or our Recruitment Policy.