



## **SHOW DUTY MANAGER JOB DESCRIPTION & PERSON SPECIFICATION / VIOLA'S ROOM**

**Responsible to:** General Manager

**Key relationships:** Show operation teams, heads of departments

**Salary:** £18.75 per hour, plus accrual of holiday entitlement

**Contract:** Fixed-Term contract. Flexible working hours (12 weeks, with the possibility of extension)

**Deadline for applications:** 10am on Tuesday 16th April

**How to apply:** Complete the application form [here](#) including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact [workwithus@punchdrunk.com](mailto:workwithus@punchdrunk.com).

### **OUR HISTORY**

Founded in 2000 by Felix Barrett MBE, Punchdrunk is widely recognised as the “pioneer of the ‘immersive theatre’ phenomenon” (The Telegraph). The company is best known for their mask shows, a form of theatre in which roaming audiences experience epic storytelling inside singular, sensory worlds. These productions have been cited amongst the 40 creative moments that changed culture (Creative Review) and currently play across three continents: Sleep No More, New York has been running since 2011; Sleep No More, Shanghai (2016 - present) is the longest-running international show in China; and The Burnt City, London has welcomed over 200,000 audiences since it opened in March 2022. In March 2024, Punchdrunk announced their latest project, Viola's Room, opening in London in May 2024.

Alongside these landmark theatrical productions, Punchdrunk has taken its ground-breaking approach to live experiences and created cross-cultural collaborations in music, tech, fashion and TV - from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and from Samsung to Brad Pitt's Plan B Studios. The company was listed amongst the 50 most influential artists of the last 50 years (Sky Arts, 2022) alongside David Bowie, Sir Steve McQueen and Vivienne Westwood.

Previous projects include: The Third Day (BAFTA-nominated TV series starring Jude Law and Naomie Harris with HBO and Sky Studios), Believe Your Eyes (with Samsung, 58th Venice Biennale, 837, ArtBasel and Cannes 2016), ANTI diary (with Rihanna and Roc Nation), The Drowned Man: A Hollywood Fable (with the National Theatre), The Crash of the Elysium (Manchester International Festival), The Duchess of Malfi (with ENO), Sleep No More (with the American Repertory Theatre), It Felt Like A Kiss (with Adam Curtis and Damon Albarn, Manchester International Festival), Tunnel 228 (in collaboration with The Old Vic), The Masque of the Red Death (with Battersea Arts Centre), and Faust (in collaboration with the National

Theatre).

## **THE ROLE**

Punchdrunk is seeking experienced and proactive Show Duty Managers for the operation of our multi-purpose home in Woolwich and to deliver the operation Punchdrunk's new groundbreaking show Viola's Room. The successful candidates will manage the daily delivery of a professional, friendly and efficient front of house operation, responding to the needs of audiences. They should possess outstanding communication and interpersonal skills, be observant and able to think critically and efficiently, with the ability to maintain a calm and positive attitude in a busy environment.

The ideal candidates will have experience and knowledge of the working practices of a venue and all that is necessary to ensure its smooth daily operation. The Show Duty Manager's responsibilities include overseeing the Front of House team, The Bars team and the Box Office team, ensuring employee productivity, monitoring efficiency of all processes and creating a positive work environment. Experience and/or interest in working in a theatrical or music-based environment along with strong awareness of practice within a major live events organisation is highly desired.

### **Responsibilities:**

- Manage the day-to-day experience and daily operations of the venue
- Provide clear and consistent leadership to the Front of House team, Bar Team and Box office Team
- Be welcoming and attentive to the needs of our visitors, ensuring an exceptional and consistent level of service from the venue team.
- Be confident with customer complaint handling in line with Punchdrunk Policies and Procedures.
- Responsible for reconciliation of daily accounts and day to day monies
- Responsible for the daily operation of the onsite box office (Spectrix ticketing system) including opening and closure procedures, as well as managing any discrepancies that may arise including customer ticketing issues.
- Be the central point of contact for information, procedures, events and activities
- Have a clear understanding of the operational requirements of the venue and the importance of managing time slots, ensuring the best experience for all our visitors.
- Daily brief all teams on essential information and procedures.
- Gather and collate pertinent information to produce effective daily briefing sheets and distribute them to all relevant staff.
- Ensure staff are always punctual and presentable.
- Deal with staff performance issues and/or escalate if required.
- Edit the rota for any necessary amendments (shift swaps, lateness etc.).
- Work with key stakeholders including security, maintenance, cleaning teams and any third-party providers.
- Attend to visitor enquiries escalating where appropriate
- To have regular feedback and debrief sessions with the team and Managers regarding FOH operations, to implement changes.
- Attend access meetings and advocate for the FOH operation and customers on access, including the organisation and implementation of access performances.

- To maintain a full awareness and understanding of all aspects of each event/show and working with the venue management team in putting procedures in place to ensure the smooth running of the performances, championing audience safety
- Carry out other ad-hoc duties in line with the post which may be required
- Ensure that the venue is safe and secure for our visitors and our staff
- Maintain a good, up to date knowledge of fire, safety and evacuation procedures and lead the evacuation of the venue in the event of an emergency
- Report and/or record all incidents and accidents on site with the appropriate paperwork and follow up where necessary
- Monitor the appearance of the venue and ensure the required standards are upheld
- Ensure that all staff are wearing the appropriate uniform and are well presented at all times
- Coordinate with internal departments making sure all financial tracking procedures required are implemented
- Hiring, inducting and managing all staff including upkeep of a rota system to ensure the venue is suitably staffed at all times in line with the predicted business as per the performance schedule
- Working collaboratively and closely with all departments, particularly the production team, acknowledging that given the nature of this project, there are elements of hybrid and shared responsibilities required compared to traditional theatrical productions.
- Adhering to all budgets and following financial procedures as designated by the Producers and other relevant members of the team.
- Supporting the show operations team in the maintenance and cleaning of the show accessories. Undertaking any laundry duties as required.

### **General**

- Maintaining excellent working relationships with staff across the organisation.
- Adhering to Punchdrunk's Company policies at all times
- Attend regular staff meetings, team events and company meetings as required
- To undertake any other reasonable duties as requested by the management

Please note the job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.

### **PERSON SPECIFICATION:**

#### **Essential**

- Personal License Holder
- At least two years' experience of working in a similar role
- Ability to work in harmony with a busy theatrical production across the full site
- A problem-solver with a can-do, positive attitude with the ability to communicate in a professional and friendly manner remaining calm and level-headed under pressure
- Experience hiring, training and managing staff
- Ability to carry out and delegate a variety of tasks
- Ability to undertake administrative work to a high standard, with proficient Microsoft Office skills and ability to learn new systems and processes
- Strong organisational and time management skills with ability to prioritise
- Experience leading a team to deliver an outstanding experience.
- Knowledge of Health and Safety regulations for both public and staff, and experience

of monitoring practices and leading in evacuation training.

- Experience of operational event management.
- A current working knowledge of ticketing systems (Spectrix)
- Experience of liaising and effectively communicating with a wide variety of people.
- Excellent proven customer service skills.
- Flexible in approach to work and hours including evenings, weekends and bank holidays.
- Committed and focused approach to work.
- Must be proactive, with a hands-on approach.
- Innovative approach to problem solving including supporting audiences through the unique aspects of the production.
- Ensuring the customer's journey using headphones is seamless, and assisting with any additional requirements that may be needed.
- Paying close attention to risk assessments, particularly with customers being barefoot throughout the experience.
- Passion for a management role in a non-traditional setup and environment
- Solutions oriented mentality and desire to work collaboratively with the team in mounting a brand-new production

### **Desirable**

- An interest in Punchdrunk's work
- Experience of working in a commercial theatrical environment
- First Aid Qualified
- Spektrix Trained

### **EMPLOYMENT TERMS**

- Fixed-term contract
- Pension contribution, following completion of probation period
- 20 days holiday per annum + UK bank holidays
- Place of Work: Punchdrunk's home in Woolwich
- Due to the nature of this role evening and weekend work is required
- £18.75 per hour

### **NOTES TO APPLICANTS**

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

### **HOW TO APPLY**

To apply, please complete the application form [here](#), providing your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

If you have any questions or are experiencing any difficulties with the application process, please contact us at [workwithus@punchdrunk.com](mailto:workwithus@punchdrunk.com).

Applicants should provide contact details for two references, and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfil the duties of the post. Candidates who are shortlisted for an interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

We particularly welcome applications from applicants living in the Royal Borough of Greenwich.

### **RECRUITMENT TIMELINE**

Deadline for applications: 10am on Tuesday 16<sup>th</sup> April

Interviews: Thursday 18<sup>th</sup> & Friday 19<sup>th</sup> April

Contract commences: Tuesday 7<sup>th</sup> May