

COVENTRY CITY OF CULTURE TRUST CASUAL DUTY MANAGER – COVENTRY GLIDES

Reports VISITOR EXPERIENCE TEAM

Role: CASUAL DUTY MANAGER
Salary: £15.00 - £20.00 per hour (shift dependent)
Timescales: Role to commence ASAP

Exact working hours are subject to final schedule, but we are looking for Duty Managers who can start immediately and be available for shifts between 26th November 2021 and 19th January 2022.

N. B We will be looking to recruit a number of similar roles over the coming months so will be asking for permission to keep any applicants details on record should further opportunities arise.

CONTEXT

We are a diverse, modern city which is re-imagining the role culture can play in bringing people together. Coventry is a city of welcome, a city of activists and pioneers, a city of peace and reconciliation, a city of innovation and invention, a City of Culture.

The Trust is committed to:

- Welcoming 2.5m additional visitors to Coventry in 2021/22
- 80% of the city's residents experiencing at least three events in 2021/22
- Increasing audience attendance from under-represented communities by 20%
- Activating more than 16,000 volunteers and participants
- Making long-lasting, tangible social change in Coventry
- Transforming who holds the power to create and curate in the city
- Starting a wave of cultural investment across the region

Coventry's City of Culture programme commenced in May 2021 and will run for 12 months, allowing us to keep our promise to the city and region - to deliver an extraordinary year and telling the story of the city that moves.

COVENTRY CITY OF CULTURE TRUST
2 CROFT, COVENTRY, CV1 3AZ

REGISTERED ADDRESS: 2 CROFT ROAD, COVENTRY, CV1 3AZ,
COMPANY NUMBER: 09808960
CHARITY NUMBER 1165639, LIMITED BY GUARANTEE
REGISTERED IN ENGLAND AND WALES

JOB DESCRIPTION

The Trust is looking to appoint Duty Managers managed by the Visitor Experience Team to oversee day-to-day running of a large event in Coventry: "Coventry Glides".

Coventry Glides is a festive ice rink situated in the beautiful ruins of Coventry Cathedral, running from 26th November 2021 until 18th January 2022. Coventry Glides is a ticketed experience, allowing visitors to skate in the glorious winter sun, or come in the evening and take in the beautifully lit historical surroundings. This magical ice-skating experience in the ruins of Coventry Cathedral is a festive day out for all the family, with food and drink options available too. Working with delivery partner iSkate, Coventry Glides is presented by Coventry City of Culture Trust and Coventry City Council, with support from Coventry Business Improvement District.

THE ROLE

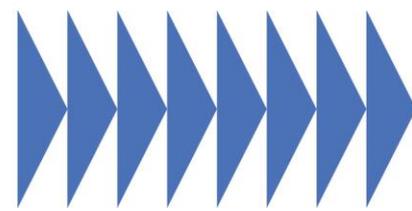
- Oversee the front of house operation to ensure that facilities for the public are well maintained and well-presented throughout. Provide a high level of support and care for customers, ensuring all visitors have a fantastic experience at the event
- Be key point of contact, situated on the grounds of the event site, whilst the event is open to visitors
- Make critical, time sensitive decisions in case of any unforeseen circumstances or emergencies. In the event of an emergency, take responsibility for all visitors, staff and volunteers on site and make the decision to close the event and evacuate, as necessary
- Lead daily briefings for iSkate's Customer Service team, Coventry City of Culture Trust's Visitor Experience team, security personnel and City Hosts
- Be key point of contact for iSkate's Site Manager and all site staff
- Manage relationships with City Hosts and on-site security team
- Manage relationships with F&B contractors
- Manage Coventry City of Culture Trust's Visitor Experience team, who will run the Box Office and Merchandise concession
- Complete daily report to be shared with Coventry City of Culture Trust and iSkate
- Log and report incidents to contacts in chain of command
- Manage the food and beverage and spectator areas, ensuring they are safe for staff, contractors and visitors and are kept clean, tidy and litter free
- Monitor site usage and proactively engage with the Trust's Green Code
- To actively support the project objectives to minimise as far as possible all barriers to access in line with the Trust's Access Strategy
- Actively engage with the organisation's vision and mission and strategies regarding artistic ambition, equal opportunities, diversity and accessibility, participation and engagement, environment and sustainability and evaluation and monitoring
- To be aware of, and undertake to comply with and to help develop, the Trust's policies and procedures including, but not limited to, GDPR, Health and Safety, Safeguarding and Diversity and Equality and Inclusion Policies

PERSON SPECIFICATION

- Significant experience of outdoor/ non-traditional venue management including managing site/event staff and multiple event contractors
- OR Experience of overseeing sites which include temporary electrical power, portable toilets, and temporary structures
- OR Front of House experience in an indoor venue



COVENTRY2021.CO.UK
@COVENTRY2021



- Ability to make timely decisions, identify and resolve problems effectively
- Flexible approach to working hours, comfortable with day, evening, weekend and bank holiday working hours
- First Aid at Work certificate
- Excellent organisation skills, with the ability to balance and prioritise a diverse workload
- Competent across IT and software, including a strong working knowledge of Microsoft Office, and willingness to learn other software programmes
- An effective communicator, able to build and maintain relationships with colleagues, agencies, and partner
- Attributes of diplomacy, confidentiality, trust and respect for colleagues and partners
- To be based in, or within commuting distance of Coventry

GENERAL

Coventry is one of the most diverse cities in the UK and we want our Team to reflect that diversity. We value the benefits of a diversity of life experiences, cultural and social knowledge and are particularly keen to hear from candidates from currently under-represented groups, including those with disabilities.

We are looking to build a team of people from a range of backgrounds and range of experiences. We can provide mentoring and training/support to less experienced candidates. Training and talent development within the Trust team and within the wider sector is central to our approach. All postholders are expected to participate in training and development activity and to contribute time and expertise to supporting our training programmes on site and occasionally off site.

This list of responsibilities is not exhaustive and team members will be required to perform duties outside of this as operationally required.

PROCESS

Please submit an up-to-date CV and letter (maximum 2 pages) addressing your interest and suitability for the post with particular reference to the person specifications.

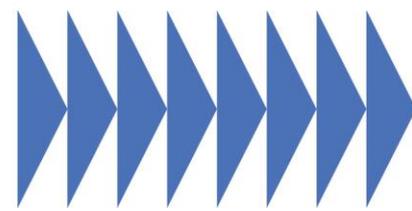
Alternatively, you can provide an audio or video submission.

As part of this process, please share with HR and Team Development any support and access requirements. We will provide assistance during the application and interview phase, as required.

Please note: If selected for interview, this is likely to take place online via Zoom. We will work with you to ensure any inclusion requirements are met. If you require additional assistance during any stage of this process, including interview, please let us know.



COVENTRY2021.CO.UK
@COVENTRY2021



Coventry City of Culture Trust is committed to equal opportunities and will treat all applications fairly based on written submissions, please complete the anonymous equal opportunities form available at www.coventry2021.co.uk/jobs.

Applications should be sent to recruitment@coventry2021.co.uk.

TIMETABLE

Advertised – 24th November 2021

Deadline for submissions – Apply now - interviews to be held on an on-going basis

Interviews – ASAP based on applications received

Please note: The Trust reserves the right to close the vacancy if we receive sufficient applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Salary: £15.00 - £20.00 per hour (shift dependent)

TERMS AND CONDITIONS

This is a fixed term post until Jan 2022

- This is a fixed term post until 19th Jan 2022
- Exact working hours are subject to the final schedule. Coventry Glides is open daily; at peak times, the experience will open at 10am and close at 10pm. Except for Christmas Day, shifts are available 7 days per week. The minimum shift length is anticipated to be six hours
- Paid monthly in arrears on submission of a timesheet
- Pension auto-enrolment is applicable and employer contributions are currently 3%. The Trust's appointed pension provider is NEST. Further details are available
- Trust full time holiday entitlement is 33 days per annum including public holidays. For this fixed term contract holidays will be calculated on a pro rata basis. This will be based on hours worked. Any accrued and unused holiday will be paid at the end of the contract. Holiday must be taken at a time to suit all colleagues
- The successful candidates will be welcomed into the Trust and supported through an induction and training process
- Owing to the short-term nature of this position, there is no probation period
- The notice period for this position is one week
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK for duration of the contract
- The candidate's contract of employment with the Trust does not come into force until the first day of work

For more information about Coventry UK City of Culture 2021 visit www.coventry2021.co.uk.



COVENTRY2021.CO.UK
@COVENTRY2021

