

The Cheltenham Trust

Recruitment Pack

Casual Duty Manager



THE
CHELTENHAM
TRUST

Vision

To be a catalyst for a thriving and inclusive Cheltenham, where culture, heritage, sport, and leisure create meaningful social value, improve wellbeing, and bring people together through strong community partnerships.

Mission

To engage, inspire and support Cheltenham's residents and visitors through accessible cultural, heritage, sport, and leisure opportunities. Our work contributes to enriching people's lives, wellbeing, learning and creativity while supporting local economic growth and working in partnership with Cheltenham's communities.

Values and Behaviours

Values	Behaviours
Community Voice We work with communities, not just for them.	Co- creating and closing the loop
Inclusivity Differences are our strengths	Making belonging a daily habit
Collaboration and Partnerships We achieve more together	Working as one Trust with our partners
Continuous Learning We grow and improve together	Learning, experimenting and improving
Protecting our Environment We act for the planet in every choice	Including the environment in every decision

The Role

Job title: Casual Duty Manager

Location: Based from Cheltenham Town Hall and able to locate from any Trust venue

Reports to: Front of House & Event Manager

Working Hours: Minimum 4 hours per shift and any hours worked over this will be paid in 15 minute increments. The number of hours available each week will vary depending on the demands of the theatre programme

Salary guide: £15 per hour

Supervisors: Front of house team on shifts

Holiday Entitlement: 5.6 weeks' paid holiday per year (pro rata)



Purpose

The Duty Manager is responsible for the safe, efficient, smooth and professional running of events at The Town Hall and Pittville Pump Room, including performances and corporate events such as conferences and weddings as required.

The role of Duty Manager manages the Front of House Stewards and ensures that all standard Health and Safety and venue specific procedures are followed. The Duty Manager may also be required to support fundraising opportunities as well as representing the core values of The Cheltenham Trust.

The role includes regular weekend and evening working during all periods of the year and key holder responsibilities to assist with the building opening and closing procedures.

The Duty Managers report to the Front of House Manager.



Key duties and responsibilities

This job description sets out the key outcomes required. It does not specify in detail all the activities required to achieve these outcomes.

Key role of the Duty Manager includes:

- Provide a warm, friendly and inclusive welcome to all building users
- Be an ambassador of The Cheltenham Trust mission & values
- To Duty Manage performances and events in line with the venue requirements, liaising with all necessary internal departments and visiting companies, to ensure the performance or event runs smoothly, and collate any information requiring further action, including reporting of venue maintenance defects.
- To be familiar of the venue emergency action plan and lead on emergency evacuations with the support of the front of house or security teams
- Respond to First Aid situations within the venue (full training provided)
- To follow the correct procedures in the event of a show cancellation or other interruption to schedule, to ensure Management Team are informed and customer experiences is prioritised
- To lead the Front of House Team to deliver exceptional standards of service for each performance or event
- To assist with the effective use and supply of all equipment and resources including, Duty Manager phone, Radios, scanners and accessible equipment
- Respond to any in person customer comments or complaints effectively and sensitively
- To support the facilitation of sales of any internal or visiting company programmes/merchandise, ensuring correct data is collected for settlement purposes
- To attend and assist in regular drills of emergency procedures
- Promote a safe and inclusive environment for everyone
- Coordinate and oversee the day to day operations of the building, including the opening and closing procedures and building compliance duties.
- Act as a key holder for the venue and assist emergency services and rest centre response
- Ensuring a safe, clean and a positive working environment
- Report property and equipment maintenance to property maintenance and liaise with contractors to arrange site access
- Operate and monitor the fire, security systems (training will be provided)
- Set up and operate audio-visual equipment for small events (training will be provided)
- Maintain and adjust lighting for small events (training will be provided)
- Promote a positive Health & Safety Culture
- To be willing to undertake training and development as required

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General accountabilities

- Work to add value to, and be a valued member of, the organisation and to be valued by customers.
- Maintain a safe working environment and ensure, as reasonably practicable, that safe working practices are adopted by employees within the working environment.
- Work in compliance with the codes of conduct, regulations (including financial) and policies of the organisation.
- Exercise proper and absolute integrity in respect of all confidential matters and the confidentiality of personal and sensitive information.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy.

Essential requirements – qualifications, skills, abilities and experience

Essential Skills & Experience

- Previous experience in events operations or venue management
- Good understanding of health and safety law and procedures
- Have the passion for working in an events based environment, meeting new people and customer focused and excellent communication
- The ability to calmly and successfully resolve customer feedback
- A problem solver and attention to detail
- Good IT knowledge and skills including Microsoft Office
- Proactive and practical hands on approach
- Ability to co-ordinate activity and prioritise effectively
- Ability to lift heavy loads
- Ability to problem solve and remain calm under pressure
- Ability to apply and further develop a range of technical skills
- Ability to apply and further develop skills to operate and maintain audio-visual equipment lighting and sound/projection systems
- Committed to maintaining discretion and confidentiality in accordance with GDPR and organisational policies

Desirable Qualifications & Experience

- Experience in the Performing Arts industry
- First Aid at Work
- Fire Warden Training
- COSHH Training
- IOSH Managing Safely
- Food hygiene Training
- Valid driving license



Special conditions

- This role may require occasional work at other Cheltenham Trust locations in line with business needs.
- A flexible approach to hours, including evenings, weekends, and bank holidays, is essential.
- Smart appearance and adherence to the Cheltenham Trust dress code are expected.
- A full driving licence and access to a vehicle are desirable for occasional work travel.



How to apply

If you are interested in applying for the Technical Manager role, please send your CV and cover letter to james.baker@cheltenhamtrust.org.uk by Friday 28 November 2025.

Application deadline: Friday 27 February 2026