



House Manager (Full Time)

Project Arts Centre (PAC) is seeking applications from skilled, experienced and motivated individuals to join our Senior Management team at Ireland's foremost Contemporary Arts Centre.

Project is a vibrant, welcoming hub that connects artists, audiences and local communities, promoting exchange, experimentation and collaboration, and the presentation of extraordinary work that inspires and provokes. Based in Temple Bar, Dublin 2, Project Arts Centre consists of two performance spaces and a gallery. We present hundreds of performances and visual arts events to the public each year and provide a range of supports to individual artists and companies who are part of our Project Artists initiative. We work with local communities and schools to reach new artists and develop new audiences.

Project has five active spaces in the building, the Space Upstairs (180 seats), The Cube (75 seats), The Gallery, The Bar & Upper Foyer and the Lower Foyer/Reception/Box Office area

Our Organisational Strategy (WORK 2022-26) focuses on making Project a welcoming space to artists and the public. The role of House Manager is one of the key components in putting care, respect and hospitality at the heart of people's experience of Project Arts Centre.

Job Description

The **House Manager** (reporting to Executive Director) is a full-time Senior Management position and a key member of the wider Project Arts Centre team, responsible for the provision of a warm, welcoming environment for all who walk through the doors, outstanding customer service, and the health and safety of audiences and staff in the building.

The **House Manager** will be responsible for the delivery of all events from a House side in Project Arts Centre, alongside the Head of Production, Bar Manager and Box Office Co-Ordinator.

The **House Manager** will be a hands-on leader, line-managing the Box Office coordinator as well as casual staff (Box Office, Front of House, Bar, Cleaning, Security and other casual positions from time to time) on a monthly roster basis, spread over weekdays, evenings and weekends, including the provision of induction and other training. In addition, the House Manager will oversee sales, reporting and stock control in the bar and at Box Office.

The **House Manager** will be familiar with the programme in the gallery, performance spaces and bar and will make sure all casual staff are briefed so they can inform customers about the content of the work being presented.

The **House Manager** will attend weekly staff meetings and liaise closely with other managers across the house to ensure effective operations for shows/ events/ receptions etc.

Key Duties & Responsibilities will include:

Casual Staff Management

- Oversee recruitment of casual staff in collaboration with the Executive Director
- Oversee induction of all newly recruited casual staff
- Manage rostering of Box Office Coordinator and all casual staff (BO, FoH, Bar, Cleaning, Security and other occasional casual positions) including the management of absences, timekeeping etc. providing cover where necessary

Front of House

- Provide a warm welcome to the public – answering queries, problem-solving, ensuring a high-quality experience and ensuring all casual staff are equipped to do the same
- Assist with customer flow through the building, getting shows up, scanning,
- Manage housekeeping - ensuring the highest standards of cleanliness in public areas as well as in the dressing rooms, kitchen and Green Room and place order for cleaning products other house related purchases in a timely manner
- Ensure any maintenance issues in public spaces are dealt with quickly and effectively
- Report incidents and ensure all casual staff understand the procedures for dealing with and reporting incidents when on duty

Box Office/ Sales/ Friends Schemes

- Work closely with the Box Office Coordinator and the Communications Team, to oversee and assist with show set ups, ticket sales, company allocations & additional company tickets, and the management of Project's returns policy
- Oversee product sales including in-person by artists or from Box Office and plans for effectively managing postal sales
- Liaise with Box Office and Communications and other casual staff in relation to the Project People Scheme, our Friends Scheme – keeping information up to date and knowing when Friends will be attending events where possible to ensure a particular welcome

Bar

- Oversee the work of the Bar manager and bar team, to ensure quality of service to the public and familiarity/ adherence to all Health & Safety procedures and other staff policies
- Support the Bar Manager in all aspects of making the bar a warm and welcoming environment, stock control etc.
- Liaise directly with incoming companies/ organisations requiring receptions/ events

Financial

- Box Office and Bar reconciliation and reporting
- Banking (lodgements/ cash for floats etc.)

Training / Professional Development

- Identify opportunities for casual staff to engage in relevant training
- Liaise with the Project Administrator in planning training for casual staff
- Keep up to date with the sector and link in with any relevant or beneficial networks

Terms and Conditions

The *House Manager* will work a 40 hour week (generally five 8 hour days between Monday and Saturday) including shifts in the evening and at weekends. A typical work day when there are shows in the spaces would be 2pm – 10pm, but this can change depending on the programme.

Salary: €37,000 - €40,000

Pension: A company PRSA scheme is available once probation is complete

Holidays: 24 days p/a (this includes mandatory 4 days for closure at Christmas) & 9 days statutory Bank Holidays

How to apply:

Letters of application to be accompanied by an up-to-date CV and the names of two referees. Send your application by email to jobs@projectartscentre.ie FAO Orla Moloney, Executive Director

Project would like to encourage applications from candidates coming from a diversity of national, ethnic or cultural groups (including, but not limited to Asian, Black, Traveller and minority ethnic, refugees, people with disabilities, working-class and LGBTQI+ artists).

Application Deadline:

Monday 18th November (end of day) – late applications will not be considered

Interviews:

Wed 4th OR Friday 6th December - Dublin City Centre.

For more information, see www.projectartscentre.ie