



Camphill Milton Keynes Communities

Job Description

Job Title:	Bank Duty Theatre Coordinator
Report to:	Theatre Manager
Hours of work:	Flexible hours
Salary:	£12.60 Hourly
Place of work:	Camphill Milton Keynes Communities Ltd. (CMKC)
Deadline for applications:	03 October 2025

Purpose: The Chrysalis Theatre, part of the Camphill Milton Keynes Communities, is expanding the use of its theatre and other spaces to external hirers.

The Bank Theatre Duty Manager will have responsibility for opening and locking the building, coordinating duty staff and volunteers where applicable.

You will ensure a safe and welcoming environment for our artists, customers, residents, students, and other visitors, working with the Theatre Manager, alongside Camphill Milton Keynes Management Team.

You will encourage and support the values of Camphill Milton Keynes Communities, promoting the organisation with existing and potential donors and stakeholders.

Key Responsibilities:

Safety & Security:

- To oversee the building whilst acting as Duty Manager, assuming responsibility for the health & safety of all individuals on the premises. Ensuring safe evacuation of the building in the event of an emergency and liaising with emergency services as required
- To comply, and to ensure others comply, with licensing requirements, health & safety guidelines, and other policies
- Act as keyholder for the building: opening and locking the building.
-



- To hold a first-aid certificate and provide a first-aid response for staff, volunteers and visitors if required (training is available)

Customer Care:

- To maintain a high standard of customer care in liaising with visiting artists, private hirers, and the public always
- To deal with customers' enquiries, compliments and complaints. To adopt a positive approach to problem solving and resolving any issues in a timely and satisfactory manner
- To ensure events are presented by well-informed teams in clean and well-maintained environments where systematic checks are completed to ensure high standards

Leading The Team:

- To be responsible for and lead the volunteers, ensuring the team is well briefed in advance of events and communication is maintained throughout the shifts.
- To allocate the team, where applicable, to different roles during events i.e. ushers, bar, box office etc.
- To assist with training of volunteers when necessary
- To attend team meetings and training sessions as appropriate

Operational Management :

- To co-ordinate front-of-house and backstage activities at events.
- To undertake Front of House processes, systems, and areas and to ensure the completion of all Front of House reports
- To have a working knowledge of the building's control systems to ensure appropriate lighting, heat and ventilation
- To liaise with visiting suppliers and traders in relation to merchandise, food, drink as required
-



- To ensure that any special seating arrangements are set out and that any special requirements for customers and artists are in place
- To ensure that house rules regarding photography, recording, and building are adhered to
- To ensure parking is used appropriately in collaboration with the team and the organiser's team.

Access and Inclusion:

- To ensure, proactively develop, and support the organisation's aim to be accessible and inclusive.
- To plan and provide appropriate support for visitors that require assistance

General:

- To adhere to and uphold the organisation's policies including, but not limited to, environmental sustainability, data capture, storage and processing, equality and diversity, social media, and safeguarding
- To undertake any other duties as required that are appropriate with the general level of responsibility for the post

Person Specification

Essential (E) Desirable (D)

Experience	Appropriate experience in professional events or theatre	D
	Experience of dealing with the public	E
	Experience of event organisation	D
	Willingness to undergo Health and Safety trainings	E
	Experience of customer service	E
	Experience of managing people	D
	Experience of dealing with volunteers	D
	Knowledge of dealing with first aid, & undergo training	D
	Experience of acting as a key holder	D



Skills & Abilities	<p>Ability to lift and move event equipment safely</p> <p>Ability to stay calm under pressure & in emergency situations</p> <p>Ability to work under own initiative</p> <p>Excellent people skills and able to communicate to people from diverse backgrounds and all levels</p> <p>Ability to motivate others, work independently and in a team</p> <p>Ability to work flexibly and multi-task</p> <p>Excellent organisational, planning and project management skills:</p> <p>Good numeracy and communication skills, with strong attention to detail:</p> <p>Awareness of accessible communication tools suitable for people with a learning disability</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>
Knowledge	<p>Knowledge and understanding of best practice, policy and legal issues relating to Health and Safety</p> <p>IT literate with experience of Word, Excel, PowerPoint, Publisher, Outlook, and databases</p>	<p>E</p> <p>D</p>
Miscellaneous	<p>A commitment to undertake manual work such as lifting table & chairs, stock, and use of medium size step ladder:</p> <p>A commitment to the values of CMKC as described in the Mission and vision statements (see website for info).</p> <p>A commitment to undertake training where required and an enthusiasm for new challenges and experiences:</p> <p>Willingness to work outside of normal working hours as the role will require evening and weekend work</p> <p>A full driving license or access to the premises out of hours</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p>