

## JOB DESCRIPTION

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<b>Title of Post:</b>	Evening and Weekend Duty Manager
<b>Responsible to:</b>	Visitor Services Manager
<b>Dates:</b>	May 2026 – 31 <sup>st</sup> August 2026
<b>Rate of pay:</b>	£16.50 per hour

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### **Role**

This post consists of evening and weekend Duty Management of a busy arts venue with 20 hours per week guaranteed from the start date to end July, thereafter increasing to full time (35 hours per week) for the Edinburgh Festival Fringe period from 3-31 August 2026.

The main purpose of the role is to ensure a high level of customer service to all visitors and customers of the Scottish Storytelling Centre, supporting a small team of permanent and temporary staff.

### **Person specification**

We are a small and friendly team who work together to deliver a busy programme of events and festivals. This post would best suit someone with venue or hospitality management experience and an interest in the arts who is looking for work around studying or other projects.

#### Essential

- Keyholder or Duty Management experience
- Excellent customer service skills
- Cash handling experience
- Confident being the first port of call for issues or emergencies
- Interest/experience in the arts/theatre sector

#### Desirable

- Ticketing or retail experience
- First aid qualification

### **Main Duties**

#### **Duty Management** – on a rota basis;

- Be responsible for opening and closing the building.
- Have overall responsibility for health and safety of all users of the building.
- Liaise with Café management.
- Provide ad hoc reception desk cover, including customer service, Box Office, museum admissions and book sales.
- Physical set-up of events.
- Manage events and liaise with performers.

- Scan tickets and usher.
- Work in line with the Centre's environmental policy and take direction from the staff guidelines.

#### **Customer service**

- Welcome customers and provide information about the Scottish Storytelling Centre to visitors at reception including those arriving for events and shows.
- Sell admission to John Knox House
- Provide Box Office services using VIA by Red61.
- Advise visitors about the Centre's programmes and events.
- Deal with general enquiries by phone and email.
- Provide Front of House cover for events as needed.

#### **Retail**

- Operate till and cash management.
- Receive stock and maintain accurate records.
- Clean, update and maintain retail displays.

#### **Care of the Public**

- Be familiar with and implement all fire safety and evacuation procedures.
- Monitor public facilities on a daily basis.

#### **Care of the Building**

- Implement security procedures at times of opening and closing and monitor the building via security cameras throughout the day.
- Exercise a duty of care towards the historic fabric of John Knox House.

The post is based at the Scottish Storytelling Centre in Edinburgh and consists of evening and weekend shifts. The post holder may be required to perform duties, appropriate to the level of the post, other than those given in this job profile.

**Closing date:** Monday 4<sup>th</sup> May 2026, 12pm

CV and cover letter to be sent to [venuehire@scottishstorytellingcentre.com](mailto:venuehire@scottishstorytellingcentre.com)

**Interviews to be held:** W/C 11<sup>th</sup> May 2026