



SINFONIA SMITH SQUARE DUTY MANAGER:

Responsible to: Venue Manager

Responsible for: Casual Front of House Staff on an event basis.

Job Type: Casual

INTRODUCTION AND BACKGROUND:

Sinfonia Smith Square leads the way as a beacon for the future of classical music. Through our ambitious Fellowship programme, we support the musical careers of some of the brightest emerging talent from across the globe. Our home provides a stage for world-class artists and ensembles, a vital meeting place for the community, and a source of inspiration, bringing the joy of music to ever-wider audiences.

Sinfonia Smith Square Fellowship Programme

Founded in 2002, Sinfonia Smith Square (formerly Southbank Sinfonia) welcomes 34 talented musicians each year to form an orchestra. Through world-class collaborations, bold programming, and educational leadership projects, the programme intensifies their professional development and advances their musical careers. Players rehearse, perform, and tour together, forming vital connections with peers and partners. We experiment with concert formats, cross-genre collaboration, and empower our musicians to actively shape their year. Players learn from the best in the profession and in turn are inspirational role-models to their younger counterparts supporting a diverse musical talent pipeline, working with young people up to 18. With over 700 alumni in orchestras, as educators and in their own pioneering music ventures, the programme shapes classical musicians of the future, and through that the classical music world of the future.

Smith Square Hall

Smith Square Hall (previously St John's Smith Square) has been welcoming musicians and music lovers since its restoration as a concert hall in 1969. Set just a few hundred metres from the Houses of Parliament, our home is a Grade I listed 18th-century Baroque masterpiece famous for its outstanding acoustic, hosting a yearround programme of public and private orchestral concerts, festivals, filming, workshops, family events, jazz performances, and private functions. As a uniquely flexible London performance space it is somewhere in which artists can create singular projects not possible elsewhere and conjure special moments with audiences.

Smith Square Hall is not just a concert hall – it is the foundation for our future. Over the next few years, our newly merged organisation will be undertaking a Capital restoration



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that will create and improve welcoming and accessible spaces for world-class artists, performers, our orchestra and our audiences igniting a vibrant new era of artistic innovation and community connection.

ROLE OVERVIEW

The Duty Manager is essential to the smooth running of events and operations in our unique Grade I listed concert venue. As the senior manager on site during concerts, private receptions and commercial hires, the Duty Manager ensures that all visitors receive a first-class standard of customer service in a safe and secure environment.

Duty Managers act as the primary point of contact for clients, performers and audiences on the day of an event. They are responsible for leading the Front of House team, including ushers, crew, cleaners, stage managers, security and event staff; and for maintaining high standards of presentation, health and safety and customer care throughout the venue.

KEY RESPONSIBILITIES

1.0 EVENT AND VENUE MANAGEMENT

- Act as the manager on duty for live events, private receptions and commercial hires
- Ensure all events run smoothly, liaising with clients, performers and promoters as required
- Oversee set up and changeovers of layouts, including instruments, staging and seating.
- Conduct regular checks of the venue to maintain high standards of cleanliness and presentation
- Open and close the venue securely, following all procedures for access and security

2.0 HEALTH AND SAFETY

- Take overall responsibility for the health and safety of visitors, staff and performers whilst on duty
- Lead on evacuation and emergency procedures, ensuring the safe and efficient response to incidents
- Monitor and report any building or maintenance issues affecting health and safety
- Ensure all equipment is used, stored and maintained appropriately



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3.0 PEOPLE MANAGEMENT

- Manage and supervise the team on shift, including ushers and crew during events
- Provide clear briefings to the team before events, ensuring everyone understands their roles and responsibilities
- Support the training and development of casual staff through on-the-job coaching and feedback
- Foster a positive, professional and customer focussed working environment

4.0 CUSTOMER SERVICE AND PRESENTATION

- Provide a welcoming and professional point of contact for audience members, artists and clients
- Resolve customer issues effectively and diplomatically
- Represent the venue in a professional manner at all times, maintaining its reputation as a leading concert hall and events space

PERSON SPECIFICATION

ESSENTIAL

- Previous experience working as part of a Front of House team at a supervisory or Duty Manager level
- Proven ability to deliver a high standard of customer service
- Experience of managing and leading others in a team setting
- Confidence in managing building evacuations and good knowledge of health and safety requirements
- Strong interpersonal and communication skills
- Ability to make quick, effective decisions under pressure
- Flexible and reliable with the ability to work evenings, late nights, weekends and public holidays
- Proactive attitude with a strong work ethic and a positive can-do attitude

DESIRABLE

- First aid, fire marshal and manual handling training (training can be provided if not previously completed)
- Personal license holder
- DBS
- Experience of working in an arts venue or similar busy public facing environment



- Knowledge of stage, lighting or sound operations
- Interest in classical music or the wider arts/event sector

WORKING CONDITIONS

The role requires flexibility to work variable hours, including evening, weekends and public holidays, in line with hall activities. It involved periods of standing, walking and some manual handling. Full training will be provided on venue procedures, health and safety, manual handling and evac chair usage to support you in your role.

TERMS OF EMPLOYMENT

This is a casual position, and hours will be agreed with successful candidates according to a rota agreed one calendar month in advance.

Salary: £16.00 per hour + holiday pay (minimum 3-hour call)

Pension: Sinfonia Smith Square operates a work-place pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures

Hours: flexible, according to the rota agreed one month in advance. Must be available to work Saturday 20th December-Tuesday 23rd December 2025.

Probationary period: Six Months

Notice Required: One Month

Start date: November 2025

Sinfonia Smith Square operates an occupational pension scheme via NEST.

There is a 50% discount for food and drinks, 20% discount for alcohol in the Footstool Cafe and Bar at Smith Square Hall for staff members.

EQUAL OPPORTUNITIES

As an equal opportunities' employer, Sinfonia Smith Square is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership. We aspire to have a diverse and inclusive workplace, and we strongly encourage suitably qualified applicants from a wide range of backgrounds to apply for this position. We aim to operate an inclusive recruitment process; applications will be anonymised before being passed to the shortlisting panel. If you have any particular requirements, please let us know at any point during the process.



HOW TO APPLY

Please visit <https://www.sinfoniasmithsq.org.uk/our-story/jobs-listing/> for further details.

The closing date for applications is Thursday 30th October

To apply email your CV, personal statement and equal opportunities monitoring form (available on our website) to Lauren Atkinson (lauren@sinfoniasmithsquare.org.uk) by the closing date.