

Hyndburn Borough Council

Job Description

Job Title:	Duty Manager (2 roles)
Hours:	37 per week including evening and weekend working on a rota
Service:	Culture, Heritage & Engagement
Agreement:	NJC For Local Government Services
Range:	Scale 8 – scp 27 – 29 £39,481 to £40,444 (salary for 37 hours, pro rata if fewer)
Other:	Casual Car User Allowance Safety Critical role – subject to random testing under Drug and Alcohol policy Enhancement payable for unsocial hours worked

Organisational Relationships:

Reports to:	Town Centre Venue Manager
Supervises:	Venue Crew Members (apprentices, bar / café staff on shift); security (contract) staff
Coordinates with:	Other Duty Manager, Sous chef, Council colleagues, Elected Market Portfolio Holder, traders, internal and external customers, shoppers, representatives of external organisations, local businesses, creative and entertainment providers, food and beverage operators, licensing authorities
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objectives of Duty Managers:

- *Support vibrant venue operations:* Act as the senior responsible person on duty, ensuring Accrington Market (bar, café, events and market floors) operates safely, efficiently and to the highest standards of customer experience.
- *Lead hospitality and licensing on shift:* Oversee bar and café operations, act as a Personal Licence Holder, ensure full compliance with licensing objectives, and drive excellence in food and beverage service.
- *Deliver and supervise events:* Lead or support the Venue Manager with the operational delivery of events, for example live music, comedy, DJ nights, weddings, social gatherings and community markets, under the direction of the Town Centre Venue Manager.

- *Support commercial performance:* Assist the Town Centre Venue Manager with stock control, beer and food ordering, cellar skills, cash handling and cost management to protect gross profit and net profit margins.
- *Lead and develop the team:* Manage staff rotas, supervise Venue Crew Members and apprentices, provide on-the-job training and feedback, and foster a motivated, flexible “can do” culture.
- *Champion place-making:* Ensure the venue is a compelling destination that drives footfall and repeat visits, supporting the evening and weekend economy.
- *Future developments:* Support the expansion of the role / team to cover Accrington Town Hall.

Main Duties & Responsibilities:

The following relate to Accrington Market but it is expected that similar duties and responsibilities will cover the planning for and management of Accrington Town Hall from 1 April 2027.

Venue Management and Operations

1. Act as the manager on duty during all opening hours, taking day-to-day operational and commercial decisions in line with venue policies, responding to live issues and escalating to the Town Centre Venue Manager where appropriate.
2. Ensure the venue meets the highest standards of cleanliness, safety, accessibility and customer experience across the bar, café, event spaces and market floors.
3. Implement robust health and safety arrangements, fire safety protocols and building security in line with Council policy, legislation and best practice; play role as part of manager team to maintain all required documentation and risk assessments.
4. Act as a keyholder, liaising proactively with Property Services and contractors to address maintenance and security requirements.
5. Assist the Town Centre Venue Manager in maintaining business continuity plans to ensure operational resilience during adverse weather and other disruptions.

Bar, Licensing and Hospitality

6. Act as one of the Personal Licence Holders on behalf of the Council, taking overall responsibility during shift for authorising alcohol sales; ensure compliance with all licensing conditions, promotion of the licensing objectives and statutory obligations relating to the sale of alcohol and regulated entertainment.
7. Oversee bar operations on shift including stock control, beer and food ordering, cellar management (line cleaning, barrel changing), cash handling and till reconciliation.

Programming, Events and Activation

8. Lead the operational delivery of events on the day including live music, comedy, DJ nights, weddings, social gatherings, craft markets and seasonal celebrations, working to plans set by or with the Town Centre Venue Manager.
9. Coordinate with performers, artists, sound engineers and suppliers to ensure high-quality, safe event delivery.
10. Oversee event setup, sound and lighting requirements, security arrangements and crowd management on shift.
11. Assist the Town Centre Venue Manager in evaluating events and hospitality performance, using data and insights to inform programming and identify improvements.

Trader Relations and Lettings Support

12. Support the Town Centre Venue Manager in developing and maintaining strong working relationships with market traders, providing responsive on-shift support.
13. Enforce market regulations fairly and consistently, in line with Council policy.

Team Leadership and Development

14. Help manage staff rotas for the market team, ensuring adequate cover across bar, café, events and general duties.
15. Supervise, mentor and develop Venue Crew Members and apprentices, holding regular briefings and providing on-the-job training, feedback and development opportunities.
16. Support the training and supervision of work experience placements as required.
17. Deal with security staff and security due diligence, ensuring a safe environment for staff, traders and visitors.

Financial and Commercial Management

18. Monitor daily income and expenditure on shift, manage cash handling procedures and ensure accurate financial recording in accordance with Council procedures.

General Requirements

19. Undertake such other duties as may be reasonably required, commensurate with the grade and scope of the post

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.



Person Specification

Job Title: Duty Manager			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: - Relevant qualification in business management, events management, marketing, hospitality or related field - Personal Licence Holder	✓	✓	A A
Experience: - Substantial experience in venue management, events management, retail management or similar customer-facing environment - Proven track record of supporting events - Experience of staff supervision and team leadership - Experience in licensed premises - Experience in cellar management, stock control, beer and food ordering, and cash handling - Experience in food and beverage operations, including working with kitchen and café teams - Experience dealing with security staff and managing safety in public venues - Experience in music production or sound engineering (dealing with bands and artists)	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓	A/I A/I A/I A/I A/I A/I A/I
Knowledge/Skills/Abilities: - Excellent customer service skills with commitment to creating outstanding visitor experiences - Commercial acumen with understanding of gross and net profit and cost management - Creative and innovative thinking with ability to contribute ideas to programming and hospitality - Strong interpersonal and oral communication skills with ability to build effective relationships at all levels, including hands-on engagement with traders, visitors and event participants - Financial management skills including daily cash management, budget awareness and forecasting - Thorough understanding of health and safety requirements in public venues and licensed premises - Ability to manage multiple priorities and deliver to deadlines - Problem-solving skills with ability to respond effectively to operational challenges	✓ ✓ ✓ ✓ ✓ ✓ ✓		A/I A/I A/I A/I A/I A/I A/I

• Understanding of licensing legislation relating to the sale of alcohol and regulated entertainment, and safeguarding responsibilities • Self-motivated, adaptable and proactive with ability to work independently and use professional judgement, recognising when to escalate to the Town Centre Venue Manager	✓ ✓		A/I A/I
Additional Requirements: • Flexible approach to working hours including regular evening and weekend work • Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence). • A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓ ✓ ✓		A/I R A/I

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