

Role:	Duty Manager, Full-time, Fixed-term (6 months)
Reports to:	Head of Operations & Visitor Experience
Hours:	37.5 hours based on five shifts a week worked between Monday and Sunday
Annual Leave:	24 days per annum plus statutory bank holidays (pro-rata)
Salary:	£28,971.00 per annum (pro-rata)

About Us

With a landmark venue and over 100 years of championing independent voices promoting equality, social justice and a better life for all - we call that ETHICS - Conway Hall offers the perfect platform for those driven by the same passion for change.

Our Vision

We believe in a fairer, more compassionate society with ethics at its heart, to help navigate the complexity of being human.

Our Mission

As an independent home for ideas and culture, we support diverse communities to engage with ethics through learning, conversation, and creativity, exploring the defining questions that shape our daily lives.

Role

Reporting to the Head of Operations & Visitor Experience, you will assist in the smooth delivery of a wide range of events and performances at our busy venue. Working both independently and as part of a team, you will provide excellent customer service whilst maintaining a safe, welcoming and well presented environment at all times.

This role would suit an individual with an interest in customer service and front of house management looking to develop their career in venue operations management.

Key Responsibilities

- Ensure the smooth delivery of all internal and external events, liaising with clients, hirers, caterers and external companies
- Set up, break down and tidy rooms for various events throughout the day, managing the rapid turnover of spaces between events in a mixed use venue with a 400 seat capacity Main Hall
- Be a highly visible and helpful presence at all times whilst on duty
- Manage health and safety briefings with hirers
- Contribute to a culture of customer care by providing a welcoming and accessible atmosphere for all visitors to the building
- Ensure all public areas are well presented at all times
- Conduct regular health and safety checks including weekly fire alarm tests, and record accidents and near misses
- Ensure the building complies with all licensing policies whilst on duty
- Prepare a daily incident report logging visitor, partner and client feedback, maintenance issues and any incidents that occur on the premises
- Communicate with fellow DMs and the Visitor Experience Manager to ensure seamless handovers before and after each shift

Person Specification

Essential

- Experience in customer care
- Good interpersonal and communication skills
- Ability to work on own initiative, problem-solve and prioritise workload
- Ability to remain calm under pressure and take the lead during emergencies
- Good time management and ability to manage competing demands
- Physical fitness and ability to actively manage setting up and clearing event spaces, including regular lifting and moving of furniture and equipment
- Genuine enjoyment of hands-on, active work
- Good IT skills and experience
- Willingness to work unsocial hours including evenings and weekends oftentimes as the sole member of Conway Hall staff onsite

Desirable

- Knowledge of statutory regulations and policies regarding public buildings
- Knowledge and understanding of venue health and safety requirements
- Experience working within a contemporary cultural building environment
- Knowledge of one or more subject matters in the Society's field of interest
- First aid qualification (or willingness to undertake training)
- Fire warden qualification (or willingness to undertake training)
- Be a personal licence holder (or willingness to undertake training)

Apply now

Do you enjoy active, hands-on work that involves regular lifting and moving of furniture and equipment? Are you comfortable working some evenings and weekends? Do you thrive in a fast-paced environment where you're managing multiple events and solving problems on the spot?

If you have answered yes to the above questions please send a CV and covering letter setting out why you are suitable for the role to James Foran, Head of Operations & Visitor Experience, at recruitment@conwayhall.org.uk

Closing date: 9.00am, Monday 9 March 2026

Conway Hall is committed to equal opportunities and diversity. We welcome and encourage job applications from people of all backgrounds.