

LIVERPOOL PHILHARMONIC

JOB DESCRIPTION

Title:	Event Duty Manager (Casual)
Responsible to:	Head of Visitor and Event Operations
Responsible for:	Stewards, when acting as Duty Manager
Contract:	Variable Hours, permanent

Principal Role

Liverpool Philharmonic's Event Management team are responsible for the operational delivery of our events and other activities, along with holding Incident Control of our buildings, leading our initial response to any incident or emergency which may arise. You will be working directly on our concerts, events and other activities which take place. You'll lead our Stewarding and SIA security teams at events, hold operational control of the building and be responsible for ensuring our visitors on and off stage have a safe and enjoyable experience.

This is a diverse role working to support our audiences and directly with event organisers, hirers and performers. The postholder will be required to proactively respond to manage situations which may arise. This may include scenarios where people's behaviour may become challenging.

This is an operational role only and is not involved in event advancing. The postholder will primarily be required to work evenings and weekends, therefore availability at these times is **essential**.

This role is for you if:

- You're a great communicator, who enjoys working with, inspiring and leading a team to deliver welcoming, inclusive and exceptional quality event experiences.
- An excellent and proactive problem solver, able to use own initiative.
- Able to work with a diverse range of people, including people whose backgrounds or opinions may be different to your own.

This role is not for you if:

- You feel you may not have the confidence to proactively engage with members of the public to resolve issues or complaints. This will include situations where people's behaviour may be challenging - for example people under the influence of alcohol, whose behaviour is disrupting others or who may have views / personal opinions different to your own.



LIVERPOOL
PHILHARMONIC

- You are unable to commute to and from work at times when public transport is **not** operational. Event Management shift calls often start or end at times when public transport is not available.
- You are unable to commit to regular weekend and evening work.

Please note, there is a requirement that the postholder be able to set up performance spaces (for example audience seating) prior to and after events. This will involve manual handling of equipment by the postholder.

Responsibilities and duties

Event Duty Management

- To act as Event Duty Manager across Liverpool Philharmonic's events and activities programme. This will involve working not only with our visitors, but with hirers, artists and event organisers – along with our internal departments. You'll ensure that their requirements are met, solutions found to challenges which may arise and that events are delivered to a high standard.
- Management of our Stewarding and SIA security teams during events and liaison with other key operational departments (for example Production and Food and Beverage) and holding ultimate decision-making responsibility on the ground at events.
- To lead by example when on duty by presenting a professional and welcoming face of the organisation to our visitors – both off and on stage and to ensure that these standards are reflected in the wider customer facing team you are responsible for.
- Leading and delivery of pre-event briefings, ensuring that all relevant information pertinent to the efficient running of the event is agreed and communicated effectively to relevant parties.
- To ensure that our space set up standards are maintained in both front and back of house areas. This will involve setting up spaces and moving of furniture, equipment and chairs prior to and after events.
- To respond to queries, complaints, or incidents which may arise when on duty, ensuring that these are managed in line with company policy. This may include people engaging in disruptive behaviour, under the influence of alcohol or whose views or opinions differ from your own. You will be required to directly respond to and lead in such situations.
- To hold a working knowledge of our computer-based ticketing system for audience information and occasional Music Room ticket sales (Spektrix), rota system (Deputy) and event planning system (Artifax). Whilst this is not an administrative position, the postholder will also be required to use IT on a regular basis, including Microsoft Outlook, Excel, Word and Teams.

Safety, Security and Incident Control

- To act as the site Incident Controller on a rota basis, holding operational control for the site and to lead in the event of an incident or emergency occurring.
- To act as one of our first aiders at events.



LIVERPOOL
PHILHARMONIC



- To support the Head of Visitor and Event Operations in ensuring that relevant safe systems of work, risk assessments, incident management, crowd management and counter terror prevention policies and procedures are effectively implemented.
- To maintain a working knowledge of our building layout, services (including for people with access needs) and facilities systems commensurate with your level of responsibility as an Event Duty Manager and Incident Controller.
- To be a key holder for Liverpool Philharmonic and other sites if required, with responsibility for opening and securely closing the building when needed.

Other

- To support the Event Managers in the supervision and performance management of the Stewarding team, contributing to performance monitoring and HR processes as required.
- To support the Visitor Experience Manager in the supervision of the Stage Door Reception team when working on events. This will include holding a basic operational knowledge of Stage Door functions.
- To ensure that departmental financial documentation is completed accurately and procedures are followed. This will include coordinating confectionary / merchandise sales at events and completing provisional event cost reconciliations for event organisers and promoters.
- To actively contribute to the Visitor and Event Operations team, identifying how we can continually improve our operations for the positive benefit of staff and visitors.
- In addition, the post-holder may be required to undertake other reasonable duties commensurate with their status and abilities and depending upon the requirements of Liverpool Philharmonic.

Person Specification

Experience and qualifications:

Essential

- Experience of working in the live entertainment or hospitality industry and able to demonstrate experience of managing or supervising a diverse customer facing team in a busy, people focused environment.
- Experience of working with the general public, in particular finding resolutions to problems and responding to visitors whose behaviour may be challenging in nature.
- Experience of health, safety and licensing regulations and their practical application in a live events / hospitality industry.
- Experience of cash handling and reconciliation, including use of card payment systems.
- Competence in the use of IT systems, including MS Office suite.



- An awareness of current legislation pertinent to the live events industry, including the Terrorism (Protection of Premises) Act 2025 and the importance of operating in a safe and compliant way.

This is an operational role, and shifts will often start or end at times when public transport is **not** operational. Most shifts will take place on Saturdays and Sundays along with weekday evenings.

It is therefore **essential** that the postholder can commute to and from work without relying solely on public transport and also has regular availability on evenings and weekends.

Desirable

- Experience of working with concert promoters, musicians and event hirers / organisers in fast paced, live performance venue.
- Qualifications such as IOSH Managing Safely, ACT, licensing, first aid at work or other evidence of professional experience.
- An understanding of staff rota systems and the application of contractual terms and conditions, for example the working time directive.
- Experience of building / facilities management, including site control responsibilities, opening / closing of buildings and emergency procedures.

Knowledge, skills and competencies:

Essential

- Passionate about creating an inclusive, welcoming and accessible experience for all.
- Confidence and able to lead and inspire others to be the best they can be.
- Pride in personal presentation.
- The ability to physically move items of furniture, including chairs, tables and other event equipment to ensure that spaces are set up / struck correctly.
- An appreciation of the importance of the live event experience and its positive impact on people's lives.

Personal style and behaviour:

Essential

- To be guided by our vision of a connected and hopeful world for everyone



- To have enthusiasm and commitment to Liverpool Philharmonic's mission to create powerful music experiences that bring people together.
- To ensure in every aspect of this role, your work aligns with our values:
 - We do our best work together
 - We care for each other
 - We're open & curious
 - We're brave & try new things
 - We have fun
- Commitment to Equity, Diversity, Inclusion and Belonging, and shows respect for the views and actions of others.
- Flexible approach to working
- Team player

We know that we could miss out on incredible talent joining Liverpool Philharmonic because someone might not see themselves in every single one of the person specification criteria. Do not be put off if you feel you do not tick all of the boxes – if you think you could be great for this role, please apply anyway

Please note: This job description reflects the current position. It does not preclude change or development that may be required in the future.

Working Patterns and Payment:

This is a casual role, and hours will be allocated based upon business need and whether the postholder is available to work on our rota system on that particular day. There is no guaranteed minimum number of shifts per week. Please be aware that January and August are generally quieter periods operationally, and there is therefore less work available in these periods.

We request that all casual staff input their unavailability to work into our rota system by the 10th of each month. We publish our rotas for the following month period on the 15th of each month. For example, we will publish the full September rota on the 15th of August and will require unavailability for September on the 10th of August.

Where possible, the Head of Visitor and Event Operations will work with the postholder to plan hours and rotas further in advance of the above deadlines.

Other information:

- The minimum call guarantee for any Event Management shift on site will be 4 hours. Generally, Event Management shifts are from 5 to 9 hours in length, including paid break.
- Where a shift is cancelled with 7 days or less notice, the postholder will be entitled to be paid the minimum call of 4 hours.
- A double time rate applies for any shifts worked on bank holidays and after 5pm on Christmas Eve and New Years Eve.
- The role is paid weekly.
- Annual leave will be accrued based upon hours worked and can be claimed via our rota system, Deputy.

The notice period for this role is 1 month.



LIVERPOOL
PHILHARMONIC

Mandatory Training Dates:

We expect that training shifts for the postholder will commence from August 2026 and these will be agreed with the successful candidate in advance.

The postholder will be required to attend **either** of the following **mandatory** training dates at Liverpool Philharmonic Hall. This is a condition of appointment to the role.

Leading in an Incident Response or Emergency Scenario

Tuesday 8th September 2026 from 5pm to 10pm.

Or

Monday 21st September 2026 from 5pm to 10pm.

Equal Opportunities Statement

We champion fairness and inclusion throughout our organisation, our activities, and in the artists and music genres we present.

Our team is a dynamic group of people from all walks of life, united in our passion for music. We want to ensure that everyone feels welcome and everyone can thrive, regardless of who they are and where they are from.

Everyone should feel they belong and so we're committed to developing a more diverse workforce, welcoming applicants with the skills and experience that help us to widen our perspective and better serve the needs of the Liverpool City Region and our communities.

We particularly encourage applications from disabled people, people from the global majority, and people from working-class communities, as these groups are underrepresented in the creative industries.