

Duty Manager

Job Description & Application Pack

Closing Date: Wed 22 July 2026

hub

hub

About the Hub & GLL

To be a leading and culturally vibrant arts centre, nationally recognised and locally rooted, The Hub is a nationally renowned centre that delivers an inspiring programme of creative arts & cultural experiences in Sleaford, across North Kesteven and beyond. Home to the national centre for craft and design, our celebrated exhibitions showcase contemporary artists and makers from around the world. Our shop stocks an ever-changing collection of handmade craft objects and design gifts, and our CaféBar is a great place to enjoy locally sourced specialty food and drink.

The Hub offers a dynamic programme of high quality visual arts and dance opportunities including workshops, talks, masterclasses, competitions, events, and performances for all people, ages and abilities. We deliver creative activities in schools, community and care settings; and we work with our communities and partners to coordinate participatory arts projects, events, festivals, celebrations and public commissions.

In 2025-26 the Hub attracted over 140,000 visitors. Every year our Centre and our CafeBar get busier and opportunities to bring visitors into our gallery spaces and participants to public programmes increase.

The Hub is owned and funded by North Kesteven District Council and is a National Portfolio Organisation of Arts Council England. The Centre is operated by Better who is part of GLL; a charitable social enterprise and the UK's largest public leisure operator.

As the UK's largest leisure operator and charitable social enterprise, GLL offers a range of careers for everyone in our local communities. We manage over 400 facilities across England, Wales and Northern Ireland, including public sport and leisure centres, elite sporting venues, libraries and children's centres. Our people are from the communities we serve and help us make real changes in their local area.



The Role

- Post: **Duty Manager**
- Contract: **Permanent, Full-Time 39 hours per week, 9am-5.15pm usual working hours (7-day rota, including some evenings and weekends)**
- Salary: **From £29,751.23**
- Report to: **Centre Management Team**
- Responsible for: **CaféBar Team, Visitor Experience Assistants and Cleaners**

We are looking for an ambitious and dynamic individual who is passionate about the power of art and creativity to inspire, transform, and unite communities.

As Duty Manager, you will play a pivotal role in the success of the Hub, leading a multi-disciplinary team to deliver a high-quality visitor experience and exceptional customer service.

This role manages the day-to-day operational functions of the Hub; including the CaféBar, retail shop, and front-of-house teams with specialist responsibility for overseeing building health, safety, and contract maintenance. As part of the management team, you will contribute to the strategic development of the venue as a vital local creative hub and an Arts Council England National Portfolio Organisation (NPO).



Responsibilities

Daily Operations & Visitor Experience

- **Shift Leadership:** Act as the primary operational lead on a 7-day rota basis, opening, setting up, and securely locking down the building.
- **Service Excellence:** Maintain a welcoming, professional image, using customer feedback to enhance the visitor experience and handle queries calmly under pressure.
- **Presentation:** Ensure all areas of the Centre (CaféBar, shop, galleries, toilets, and public areas) are maintained to the highest standards of cleanliness, safety, and security.

Health, Safety & Compliance Lead

- **Statutory Compliance:** Act as the Hub's designated Health & Safety representative.
- **Safety Systems:** Ensure all statutory and non-statutory requirements are met, including fire safety, daily equipment logs, risk management, and environmental standards.
- **Incident Management:** Administer First Aid and deliver critical incident management and building evacuations when required.
- **Records:** Accurately maintain and update all operational records, incident logs, and health and safety documentation.
- **Environmental reporting:** for Arts Council funding compliance.

CafeBar & Retail Management

- **Commercial Quality:** Oversee daily operations of the CaféBar and Shop to ensure a diverse, high-quality offer that meets customer expectations and dietary regulations.
- **Financial Controls:** Manage inventory stocktakes, ordering, and stock levels to maximise profitability, minimize waste, and track purchasing trends.
- **Promotional Activations:** Maximise commercial and promotional opportunities around key annual retail and food events/celebrations.
- **Hygiene Standards:** Enforce strict food hygiene legislation, cleanliness standards, and daily logging across the café team.

Team Leadership & People Management

- **Supervision:** Allocate, monitor, and supervise work standards of the front of house and café teams, ensuring staffing levels match the event programme.
- **People Procedures:** Manage day-to-day people procedures, including onboarding, shift scheduling, absence reporting, appraisals, and discipline.
- **Development:** Provide leadership, mentoring, and motivation to staff and volunteers, ensuring high performance and continuous professional development.
- **Business Planning:** Work with the wider team to deliver the business plan, contributing to future plans meeting the priorities of the local authority, Arts Council England and other funders.

together works from a group of
use paper as a primary medium
part of their process, all of whom
their practice through specialist
education supported by the
Scholarship Trust (QEST).

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their own aesthetic language

The exhibition includes architectural and decorative applications alongside bookworks, as well as heritage practices such as paper conservation and papermaking. By showing the works together at the Hub it offers the opportunity to see this diverse range of craft and design practices in one place, highlighting the relationship between contemporary and traditional practices and exploring the rich heritage of the medium.

The show includes a new Sonobe Origami installation which has been co-curated by local young people, working together with the Hub and QEST Scholar Kate Colin. The project has been funded by QEST.

Paperwork has been created by the Hub in partnership with QEST and guest curator Gregory Parsons.

Angela Fung
Edward Cl...ese
Felicity B...ow
Jonathan ...ight
Kate Colin...ed
Kate Roche...
Katie Beard
Kendall Clark
Lucy May Scho...ed
Mandy Coppes...artin
Razwan Ul-Haq
Sam Newby
Sim Orme
Su Blackw...

20 Jul — 17 Nov 2024



Person Specification

Duty managers are fast-thinkers, calm under pressure, responsible and a natural with people from all walks of life.

This role demands the following blend of knowledge, skills, experience and behaviour (all are essential, unless shown otherwise, and will be assessed by Application Form and / or Interview / Assessment):

Core Behaviours (The GLL Difference)

- **BELIEVE:** Demonstrates self-belief, shows integrity, and is committed to service excellence.
- **ACT:** Continuously developing, results-driven, with a positive “can-do” attitude that makes a difference.
- **ENGAGE:** A true team player and great communicator who leads, inspires others, and cares about our communities.

Knowledge

- **Communication:** Excellent written and interpersonal communication skills to engage with a diverse public, community groups, and creative professionals.
- **Safety & Hygiene:** Strong working knowledge of public building operations, health and safety legislation, risk management, and food hygiene regulations.
- **Problem Solving:** Excellent problem-solving capabilities with the ability to employ creativity and innovation in a fast-paced setting.
- **Qualifications:** First Aid at Work qualification (ESSENTIAL). An IOSH/NEBOSH qualification (DESIRABLE).

Experience

- **Building Management:** Proven track record of managing a busy public building, visitor attraction, or arts venue.
- **Catering/Retail:** Direct experience supervising a café, bar, or food service operation, including stock control and ordering is DESIRABLE.
- **Team Leadership:** Proven experience managing, mentoring, and scheduling staff and volunteers.
- **Financial Management:** Experience monitoring budgets, understanding purchasing trends, and driving commercial performance.

Terms & Conditions

Workplace:	Hub, Navigation Wharf, Carre Street, Sleaford, NG34 7TW
Salary:	From £29,751.23
Core hours:	39 hours per week (7-day rota)
Contract:	Permanent part-time
Annual leave:	148 hours
Notice period:	12 weeks
Benefits:	Workplace pension scheme; opportunity to join GLL's Society which brings other benefits including discounted gym membership; discounts in the Hub Shop and CafeBar

How to Apply

[Click on this link to submit your application online.](#)

Please read the Application Pack very carefully.
Your application will be assessed on the job demands and person specification.

- Please upload one document to the recruitment portal which should incorporate your CV AND a covering letter outlining your suitability for the role and your reasons for applying.
- You can only upload one document to the portal, so please combine both documents together before uploading either as a PDF or a Word document.
- Please ensure your document is saved with your name in the filename.

Closing Date: 9am, Wed 22 July 2026

Interviews will be arranged on a rolling basis.

For an informal conversation regarding the post, please contact Molly Petts on **01529 308710** or email **molly@hub-sleaford.org.uk**

Please note: Applications will be reviewed on a rolling basis and the Hub reserves the right to end the selection process before the application deadline. You are encouraged to submit your application early to avoid disappointment. Due to the high number of job applications we receive, it is not possible for us to provide shortlisting feedback to all applicants.



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