

Job Description

Job Title:	Senior Duty Manager
Job Holder:	
Reports to (Title):	Operations and Front of House Manager
Reports to (Name):	Lorna O'Leary
Responsible for:	Casual Ushers (Including unpaid students for whom this is part of their course requirements)
Hours of Work	37.5 hours a week, on a rota basis, normal working pattern 8-15.30/15-23.00 5 shifts per week. Core building hours can be between 7.30am-12.30am Monday-Sunday (paid an extra .5 for working Sundays) Hours outside of core opening will be paid as overtime, hours extra within core hours as toil.
Salary Range	£28,500 -£30,000 depending on experience.
Length of Role	Full Time Permanent

Prime Function of Role:
<p>The Senior Duty Manager plays a key role within RADA's Operations & Front of House Department, reporting to the Operations & Front of House Manager working on a rota basis alongside the Duty Managers. The post holder will be primarily responsible for supervising the day-to-day operation of the buildings with Security, Health & Safety of staff, students, members of the public and other building users always at the forefront, and the highest standards of customer service; the smooth running of shows and all our events & courses.</p> <p>To lead on evacuations as Senior Fire Warden & First Aider.</p> <p>Supporting the Operations & Front of House Manager</p> <p>Setting up of spaces which can involve furniture movement: chairs, tables, TV's etc.</p> <p>Open and lock up the buildings each morning and night and perform regular building checks.</p>

Accountabilities & Tasks

Event & Performance

- Act as a Duty Manager on a rota basis, supervising the operation of the building, performances & events during daytimes and evenings, Monday-Sunday 7.30am-12.30am
- Covering annual leave/sick leave for Duty Managers.
- Ensure that a visible, helpful, and professional duty management presence is always maintained in the buildings, responding to and resolving issues and incidents promptly and effectively.
- Ensure the smooth running of shows, events, classes, workshops and hires at all times and ensure that all spaces are appropriately set up and fit for purpose to agreed room standard. This will include regular set up and facilitation for our RADA Business courses on site. This will involve movement of TV's and furniture.
- Co-ordinate with technical theatre staff to ensure all exits, walkways & corridors are kept clear and safe.
- Be aware of and accommodate any audience access requirements, working with the technical teams to facilitate access as required.
- Monitor, manage and record all front of house stock such as merchandise, Ice creams, and print in line with procedures.
- Understand, act upon the legal requirements of and ensure full compliance with the premises licence when on duty.
- As directed by the Operations Manager prepare and keep up to date both the paid & unpaid ushers rotas.
- Be a point of contact to field all queries and to greet new clients from commercial hires/workshops on the premises, giving a briefing on their space and fire evacuation and other safety matters.
- Ensure that you are fully informed about events and audiences via CRM and Spektrix and that the space has been set up to the agreed requirements and highest possible standards.
- Produce RADA Production information and seating signs following RADA Marketing procedures.
- Move furniture, merchandise etc between spaces when, ensuring you follow manual handling procedures when moving any furniture, merchandise around RADA buildings.
- Allocate duties and briefing to ushers for events they are working, ensuring they are fully aware of fire evacuation procedures, security and aware of audience access requirements. Monitor staff and audience throughout and lead the team to ensure smooth running and great customer experience.
- Prepare and distribute any floats and stock required ensuring these balance at the end of the event, is recorded and put in the safe.
- Liaison with the Box Office Manager & Customer Operation Assistants with audience & performance information.
- Liaison with student stage managers for the smooth running of RADA Productions.
- Liaison with our chosen catering company or in house F & B Manager will be required with some supervision of the bar if cover required.

Security, Health & safety

- Maintain the highest standards of Security, Health and Safety & Safeguarding at all times. Ensure the health and safety of staff, student's, members of the public and other building users at all times.
- Be responsible for unlocking & locking the building, following RADA procedures & checklist; checking that all fire exits are unlocked/locked and clear, alarms unset/set Reporting and dealing with any immediate issues.
- Follow all relevant procedures at all times, including fire prevention/evacuation, property patrol/security, first aid, mental health first aid and Incident reporting.
- Maintain a daily reporting system that enables the Academy to achieve a high standard of room management in all RADA premises. This requires particular emphasis on monitoring cleaning, building maintenance, adherence to both Licensing and Legislative Health and Safety, safeguarding issues, first aid, mental health first aid, Incident/near miss, lost property, lock up reports and performance reports in line with Customer Operations procedures. Undertaking immediate housekeeping such as spillages.
- Ensure all maintenance issues are reported following RADA procedures.
- Carry out front of house checks (fire exits, emergency lights, Vanbrugh kick boards, auditorium seating) prior to performance, working with the technical theatre team & or facilities to rectify any problems.
- Brief workshop leaders/hires on fire evacuation, access around building, water fountains and toilets.
- Ensure Staff, Students, visitors & Contractors are wearing appropriate Lanyards in accordance with Customers Operations procedures.
- Give Student tours providing all relevant H & S information and an overview of the buildings.
- Investigate any reported intruders or security issues, dealing with the police if required.
- Liaise with external facilities providers etc. responsible for alarms, emergency plumbing or electricity issues.

Customer Operations

- Work closely with the Customer Operations team ensuring you are in communication whilst on duty.
- Whilst on duty always be visible, professional, and helpful, taking regular building patrols.
- Work closely with the Customer Operations team to welcome and assist visitors and building users.
- Support maybe required with academic classes, Movement of TV's, Teams and Zoom usage together with a first response on technical issues with equipment in the class.
- Ensure that Customer Operations staff maintain and deliver the highest standards of appearance and customer service at all times.
- Provide regular room checks each day and report misuse of spaces or rooms reset inadequately.
- Ensure all building signage is in place and in the correct branding.
- Manage any customer complaints in a professional manner always remaining calm, in accordance with RADA's Customer Operations procedures.

- Troubleshoot and resolve issues and crises as they arise with clear reporting, noting all details.
- Act as a First Aider, Fire Warden and Mental health First Aider.
- Act as a key holder.

Administration

- Check & approve timesheets for casual paid ushers. Prepare any reports as requested by the Operations Manager
- On behalf of the Operations Manager attend fortnightly events meetings for all public events taking minutes for distribution, checking times, set up and catering requirements.
- Check weekly updates for any changes to times and inform Operations Manager re any time changes. Make update where requested by the Operations Manager.
- As directed by the Operations Manager monitor and order first aid stock. Be a lead First Aider.
- Contribute to the training information for ushers, being part of the team to train student ushers and training new paid ushers.
- As directed by the Operations Manager complete analysis reports on First Aid, Mental Health First Aid, Incident and near miss reports.
- Monitor stationary usage and order when required.
- In liaison with our IT Department order Ink and report on photocopy issues.

General

- Undertake any other related activities that may arise.
- Order, distribute and manage stationary stock and requests for materials.
- Work together as a team to ensure end of term resets of all spaces and end of academic year clearing which may include resetting storage.
- Assist the Operations Manager with any administration required.
- Attend staff meetings as required.
- Promote equality, diversity and inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
- Comply with data protection legislation and GDPR regulations regarding protecting personal data.
- Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings).
- The successful candidate will be required to undertake a DBS check

By accepting a role here you are acknowledging a commitment to RADA's strategy, values and mission, and safeguarding and a willingness to contribute to the ongoing development of the same.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • First Aid. • Fire Warden 	<ul style="list-style-type: none"> • Degree in an arts related subject. • Personal License Holder (NCPLH). • Mental Health First Aider
Knowledge	<ul style="list-style-type: none"> • Good knowledge of Arts Administration/Theatre Industry & or education settings. • Health and Safety legislation. 	<ul style="list-style-type: none"> • Theatre Licensing
Skills/Abilities/Competencies	<ul style="list-style-type: none"> • Excellent IT, communication and presentations skills. • The ability to deal with the public in a calm and confident manner. • The ability to multitask and remain calm under pressure. 	
Experience	<ul style="list-style-type: none"> • A proven record of delivering high quality customer care. • Venue/Duty management experience. • Experience in Front of House duties within a theatre & or education setting. • Direct experience in line management of ushers paid/unpaid & organisation of rotas. 	
Personal Attributes	<ul style="list-style-type: none"> • Well, presented. • Good and confident communicator. • Excellent organisational skills. • Flexible and dependable. • Diplomatic and self-confident when dealing with people at all levels. • Positive and enthusiastic. • A team player and hardworking. • Excellent interpersonal skills. • Ability to work shift work. 	

Signed by Line Manager:

Date:

Signed by Staff Member:

Date: