

**Job Description**

|  |  |
| --- | --- |
| **Job Description Job Title:** | Duty Manager |
| **Reports to (Title):** | Duty Manager Supervisor |
| **Reports to (Name):** | Jake Mitchell-Jones |
| **Bottom Line:** | Venues Manager |
| **Responsible for:** | Supervision of Casual Ushers |
| **Hours of Work** | 37.5 hours a week**,** on a rota basis, normal working pattern 08-15.30/15-23.30. Hours outside of core opening will be paid as overtime, hours extra within core hours as toil (subject to change). |
| **Salary Range** | £14.94 p/h (£29,124) |

|  |
| --- |
| **Introduction to the role:**  The Duty Manager is a vital member of RADA’s Operations & Front of House team, reporting to the Duty Manager Supervisor and working on a rota alongside fellow Duty Managers. This role is primarily responsible for supervising the day-to-day operation of RADA’s buildings, ensuring the safety and security of staff, students, members of the public, and other building users, while maintaining the highest standards of customer service.  Key responsibilities include overseeing the smooth running of shows, events, and courses, being involved and assisting during evacuations, and acting as a First Aider. The role also involves providing administrative support to the Venues Manager, setting up spaces (which may require moving furniture such as chairs, tables, and TVs), and managing building operations, including opening and locking up facilities and performing regular checks. |
|  |

**Accountabilities & Tasks**

|  |
| --- |
| **Event & Performance Management**   * Act as Duty Manager on a rota basis, overseeing the building’s operations, performances, and events during daytimes and evenings (Monday-Sunday, 08:00-00:00 latest). * Maintain a visible, professional, and helpful duty management presence, promptly addressing and resolving issues or incidents in line with policies and procedures. * Ensure the smooth execution of shows, events, classes, workshops, and hires. Confirm all spaces are set up to agreed room standards, including occasional setups for RADA Business courses. This includes moving TVs and furniture in collaboration with the facilities team. * Coordinate with technical theatre staff to ensure exits, walkways, and corridors remain clear and safe. * Address audience access requirements and collaborate with technical teams to facilitate necessary accommodations. * Support in monitoring, manage, and record front-of-house stock (e.g. merchandise, first aid supplies, print materials) according to established procedures. * Understand and enforce compliance with the premises license requirements while on duty. * Support the Duty Manager Supervisor by maintaining an up-to-date usher rota and ensuring adequate staffing for all events (both paid and unpaid). * Serve as the primary contact for commercial hires and workshops, when on site. Greeting clients and providing briefings on space use, fire evacuation, and safety protocols.   **Operational Responsibilities**   * Stay informed about events and audiences through CRM and Spektrix systems. Ensure external bookings meet agreed requirements and maintain the highest standards. * Collaborate with the Visitor Experience Supervisor and rest of Duty Management team to manage and update building entry cards. * Replace posters marketing RADA productions and courses as needed. * Produce RADA production information and seating signage in line with RADA marketing procedures. * Move furniture, merchandise, and other materials between spaces while adhering to manual handling guidelines. * Assign duties and provide briefings to ushers, ensuring they understand fire evacuation procedures, security measures, and audience access needs. Monitor staff and audience interactions to ensure a smooth event and an excellent customer experience.   **Collaboration and Communication**   * Liaise with the Box Office Manager and Customer Operations Assistants regarding audience and performance details. * Coordinate with student stage managers to support the smooth running of RADA productions. * Communicate and collaborate with the catering team or in-house Food & Beverage Manager, providing bar supervision if required. |

**Personal Specification**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Qualification** | • 3-day First Aid at Work  • Fire Warden  (Training can be provided) | • Degree in an arts related subject.  • Personal License Holder (NCPLH).  • Mental Health First Aider |
| **Knowledge** | • Good knowledge of Arts Administration/Theatre Industry & or education settings.  • Health and Safety legislation. | • Theatre Licensing |
| **Skills/Abilities/**  **Competencies** | • 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** | • 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. | • Experience of managing & training ushers |
| **Personal Attributes** | • 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.  • Friendly and warm approach.  • Ability to work shift work. |  |