

RADA

Job Description

Job Description Job Title:	Duty Manager
Reports to (Title):	Operations Manager
Reports to (Name):	Jake Mitchell-Jones
Bottom Line:	Head of Operations
Responsible for:	Supervision of Casual Ushers
Hours of Work	30 hours a week, normal working pattern 07:30-13:30. Hours outside of core opening will be paid as overtime, hours extra within core hours as toil (subject to change).
Salary Range	£23,771.56

Introduction to the role:

The Duty Manager is a vital member of RADA's Operations & Front of House team, reporting to the Operations Manager 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 across RADA and RADA Business, 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. It is also a key role in providing an exceptional client experience to RADA Business' clients and vital support to our delivery teams.

Accountabilities & Tasks

Event & Performance Management

- Act as Duty Manager on a rota basis, overseeing the building's operations, courses, and events during daytimes and evenings (Monday-Friday, with occasional weekends).
- 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 setups for RADA Business courses. This includes setting up basic tech requirements (training will be provided), and allocating resources, including TVs and furniture, to the right spaces, in collaboration with the Estates team.
- Ensure exits, walkways, and corridors remain clear and safe.
- Address visitor access requirements and collaborate with technical teams to facilitate necessary accommodations.
- Support to monitor, manage, and record front-of-house stock (e.g. merchandise, first aid supplies, print materials, toiletries) according to established procedures.
- Understand and enforce compliance with the premises license requirements while on duty.
- Serve as the primary contact for courses, commercial hires and workshops, when on site. Greeting clients and providing briefings on space use, fire evacuation, and safety protocols.
- *Keeping up-to-date on RADA Business Operations to support client communications*

RADA Business

- Work in collaboration with the other RADA Studios Duty Manager to ensure processes are documented, streamlined and effective. Ensure casual Duty Managers are trained and supported to carry out these responsibilities.
- Support with administration relating to RADA Business courses and operations, including but not limited to printing handouts, processing feedback forms, and ensuring record keeping on Dynamics 365 is accurate and up to date (full training will be given)
- Deliver an exceptionally high standard of service to RADA Business' clients.
- Keep aware of RADA Business' work and Open Programme offer.
- Support RADA Business' practitioners, roleplayers and technical staff to ensure they are well equipped to deliver their sessions. Provide a calm, efficient and welcoming space for them.
- Keep good communication with RADA Business staff, on site caterers and other users of the space to ensure smooth daily running.
- Conduct daily set ups and checks in RADA Business' office space.

Other Responsibilities

- Promote Equity, Diversity and Inclusion at all times, ensuring these considerations are at the forefront of thinking in relation to all areas of responsibility.
- Contribute to the development and culture of RADA and RADA Business, attend training and staff events as and when required (including but not limited to the annual staff conference and team meetings).
- Ensure you read and follow Operations Department SOPs and any policy documents alongside RADA's relevant policies to the department.
- Comply with GDPR regulations
- Comply with Health and Safety policies and procedures.

- The post holder will be expected to undertake other duties as requested to commensurate with their skills and experience.

Personal Specification

	Essential	Desirable
Qualification	• 3-day First Aid at Work • Fire Warden (Training can be provided)	• Personal License Holder (NCPLH). • Mental Health First Aider
Knowledge	• Good knowledge of Arts Administration/Theatre Industry & or education settings. • Health and Safety legislation.	
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. • Attention to detail	
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 handling complaints.	• 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.	
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