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**Job Description**

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| **Job Title:** | Duty Manager |
| **Job Holder:** |  |
| **Reports to (Title):** | Operations and Front of House Manager |
| **Reports to (Name):** | Lorna O’Leary |
| **Responsible for:** | Casual Ushers |
| **Hours of Work** | 37.5 hours a week**, on a rota basis, between 7.30am-12.30am Monday-Sunday** (paid an extra .5 for working Sundays) Hours outside of the above will be paid as overtime. |
| **Salary Range** | Up to £24,000 depending on experience. |

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| **Prime Function of Role:** |
| * Oversee the management of the RADA buildings, ensuring that high standards of customer care are maintained at all times. * Act as a first line response to any problems or complaints, responding to health and safety issues and ensuring relevant information is passed to the correct departments. * Oversee and co-ordinate any evacuation that may be required. * Responsible for all public events/activities across all sites and for ensuring all spaces/access routes are checked and kept to agreed standard for all activities within RADA. This includes 12 weeks with RADA Student productions, hires ranging from conferences/other schools’ performances as well as showcases, screenings, workshops and book launches. * Support the academic classes to ensure rooms are kept to the agreed standard. |

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| **Accountabilities & Tasks** |
| The Customer Operations Team are responsible for welcoming all RADA’s students, audiences, customers and visitors. The team is comprised of the following roles:   * Head of Operations * Operations and FOH Manager * Box Office Manager * Senior Duty Manager * Duty Manager x 2 * Customer Operations Supervisor * Customer Operations Assistants * Theatre Hires and Events Manager * Venue and Events Co-ordinator   **Event & performance**   * Act as a Duty Manager on a rota basis, supervising the operation of the building during daytimes and evenings. * Ensure that a visible, helpful and professional duty management presence is maintained in the buildings at all times, responding to and resolving issues and incidents promptly and effectively. * Ensure the smooth running of shows, events and hires at all times and ensure that event and hire spaces are appropriately set up and fit for purpose to agreed room standard. * Co-ordinate with technical theatre staff and the RADA Bar (managed by CH&Co) to ensure relevant information is accurate and up-to date. * 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 programmes, merchandise and print in line with procedures. * Ensure that the Public Entertainment Licensing requirements are adhered to at all times in the Theatres and Foyer Bar areas. This will require liaison with our external catering supplier (currently CH & Co) & their Catering Manager. * Work with the Senior Duty Manager to ensure the Ushers rota is up-to-date and that we are fully staffed for all events. * Contribute to the training information for ushers, being part of the team to train student ushers and training new paid ushers. * 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. * 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 required, ensuring you follow manual handling procedures when moving any furniture, merchandise, programmes or print around RADA buildings. * Allocate duties and briefing to ushers for events they are working, ensuring they are fully aware of fire evacuation procedures 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 this balances at the end of the event, is recorded and put in the safe.   **Health & safety**   * Maintain the highest standards of health and safety at all times. Ensure the health and safety of staff, students members of the public and other building users at all times. * Be responsible for unlocking the building, following RADA procedures & checklist; checking that all fire exits are unlocked and clear. Reporting and dealing with any immediate issues. * Be responsible for locking the building, following RADA procedures and checklist; ensuring all exits, fire exits, windows and doors are secure, lights off and the building is alarmed. Reporting and dealing with any immediate issues. * Follow all relevant procedures at all times, including fire prevention/evacuation, property patrol/security and first aid 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 issues, first aid, lost property, lock up reports and performance reports in line with Customer Operations procedures. Undertaking immediate housekeeping such as spillages. * Carry out front of house checks (fire exits, emergency lights, Vanbrugh kick boards, auditorium seating) prior to performance, working with the technical theatre team to rectify any problems. * Complete full briefing with the ushers including fire evacuation& access requirements.   Brief workshop leaders/hires on fire evacuation access around building, water fountains and toilets. Ensure visitors are wearing visitor’s passes or stickers in accordance with Customers Operations procedures.  **Customer Operations**   * + Work closely with the Customer Operations team ensuring you are in communication whilst on duty.   + Whilst on duty always be visible, professional, helpful.   + Work closely with the Customer Operations team to welcome and assist visitors and building users.   + Ensure that Customer Operations staff maintain and deliver the highest standards of appearance and customer service at all times.   + Ensure all building signage is in place and in the correct brand.   + Deputise for the Senior Duty Manager in their absence to ensure payroll is completed and first aid boxes checked & refilled.   + Manage any customer complaints in a professional manner remaining calm at all times, in accordance with RADA’s Customer Operations procedures.   + From time to time, cover a RADA reception desk, subject to the needs of the department.   + Troubleshoot and resolve issues and crises as they arise with clear reporting, noting all details.   + Act as a First Aider and Evacuation Supervisor.   + Act as a key holder.   **General**   * + Undertake any other related activities that may reasonably arise.   + 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).   By accepting a role here you are acknowledging a commitment to RADA’s strategy, values and mission, and a willingness to contribute to the ongoing development of the same. |

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A level three qualification or equivalent experience. * First Aid. | * Degree in an arts related subject. * Personal License Holder (NCPLH). |
| **Knowledge** | * Good knowledge of Arts Administration and Theatre Industry. | * Theatre licensing and 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. |  |
| **Experience** | * A proven record of delivering high quality customer care. * Venue management experience. * Experience in Front of House duties within a theatre setting. |  |
| **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. |  |

Signed by Line Manager:

Date:

Signed by Staff Member:

Date: