

**Casual Duty Manager
Job Description**

Job Description Job Title:	Duty Manager
Job Holder:	
Reports to (Title):	Operations and Front of House Manager
Reports to (Name):	Ben McMath
Responsible for:	Supervision of Casual Ushers
Hours of Work	Maximum of 37.5 hours a week, on a rota basis, normal working pattern 8-15.30/15-23.00- maximum of 5 shifts per week. Role is to cover for current DM's annual leave and sickness. . 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	£14.94 p/h
Length of role	Casual Agreement

Prime Function of Role:

The Casual 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 other Duty Managers, working as a team. 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.

To lead on evacuations as Senior Fire Warden & First Aider.

Administration Support for the Operations & Front of House Manager.

Setting up of spaces which can involve furniture movement: chairs, tables, TV's etc.

Open and lock up the buildings each morning and night and perform regular building checks.

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 7.30-12.30
- 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 following policy & procedures.
- 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 along with our facilities team.
- 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, first aid stock 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 & Front of House Manager ensure the Ushers rota is up-to-date and that we are fully staffed for all events both paid and unpaid 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 and other safety matters.
- Ensure that you are fully informed about events and audiences via CRM and Spektrix and that for external bookings 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, 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, 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.

Personal Specification

	Essential	Desirable
Qualification	<ul style="list-style-type: none"> • 3-day First Aid at Work • 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. 	<ul style="list-style-type: none"> • Experience of managing & training ushers
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. • Friendly and warm approach. • Ability to work shift work. 	