

September 2023

Thank you for your interest in the post of **Duty Manager**.

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Access requirements for the application process

We want to make this application process as accessible as possible and supply large print application packs. We will accept covering letters and CVs in a video or audio format.

We appreciate that some candidates will have needs which mean that it is preferable for them to submit a recorded application, rather than a written one.

Recorded applications should be:

- No longer than 5 minutes, unless longer is needed to meet your access needs
- We welcome application videos in BSL

If you have any specific requirements including anything you might need should you get called for interview (e.g. interpreters, information in different formats etc.), or would like to discuss any aspect of the role in confidence, please contact recruitment@stratfordeast.com.

Please note, any information you provide around your access requirements will not form part of the shortlisting process.

To apply for the post, please:

Enter your details on our online submission form:

<https://hr.breathehr.com/v/duty-manager-31605>

- and upload your covering letter and CV.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- If you choose to submit a recorded application, please email the recording to recruitment@stratfordeast.com
- If your recorded application can be found online, please send the link to recruitment@stratfordeast.com
- When submitting your covering letter and CV via our website, please ensure your full name is part of the file name of the document you upload.
- Please ensure your CV is no longer than 2 pages.
- Please include why you want the job and how your skills meet the person specification within your covering letter.

Application deadline: **Monday 25 September no later than midday.**

Applications received after midday on the deadline date will not be accepted.

It is intended that initial interviews will take place on **week commencing Monday 02 October.**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

Theatre Royal Stratford East

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold. We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Our current season includes a new production to celebrate the 30th Anniversary of Jonathan Harvey's coming-out and coming-of-age story *Beautiful Thing*, *Jack and the Beanstalk* as our annual pantomime, and a revival of the Stratford East hit musical *The Big Life*.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative

talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

Our Mission

- We produce work of the highest artistic quality that is:
 - Popular: Theatre of the highest quality that seeks to move and entertain everyone
 - Political: Work that provokes discourse about the world we live in and our place within it
 - Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
- We ensure diversity and inclusion is central to everything we do
- We are investing in our Grade 2 listed building
- We work to be environmentally sustainable
- We nurture and develop our staff
- We create and champion opportunities for a diverse range of artists
- We develop an emerging generation of talent
- We present a year-round participation programme for people of all ages
- We engage with local partners and people in Newham and the East London area

Governance and Finances

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

Safeguarding and Safer Recruitment Practises

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

If required, applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

Job Title:	Duty Manager
Reporting to:	Theatre Operations Manager
Responsible for:	On duty FOH team
Key Working Relationships:	All departments including close working relationship with Operations, catering provider and Box Office

Key Purpose

The Duty Manager is primarily responsible for the safety and security of all users of the spaces run by Stratford East, including the customers of the bar/restaurant, users of rooms, and rehearsal spaces. The Duty Manager ensures the smooth running of Stratford East's Front of House (FOH) ensuring the quality of welcome and experience that our visitors receive.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Building Management

- Work evening and unsocial shift patterns as per the rota
- Be in constant radio contact whilst on shift
- Investigate if alarm(s) is/are activated in the accessible toilets then assist and reset, where necessary
- Ensure all organisational Standard Operating Procedures (SOPs) are adhered to
- Carry out the unlocking and locking up procedure at the start / end of each shift, as necessary
- Be available to support out of hours building access
- Support the Theatre Operations Manager with the distribution or updating of SALTO cards, dealing with any issues arising. Where unable, escalate to Buildings and Facilities Manager

Customer Service

- Deliver excellent customer service to all visitors to Stratford East
- Resolve customer concerns and escalate where necessary
- Co-ordinate communication between Box Office and FOH staff regarding special requirements for any audience members or groups of audience members
- Actively ensure all FOH areas are presented to a high standard
- Collect audience feedback as required and encourage visitor feedback by directing customers to the available feedback channels
- Oversee the entry to auditorium, ensuring all patrons have a valid ticket and are seated correctly
- Ensure audience safety and comfort throughout performances and deal proactively with issues that arise
- Oversee and drive the sale of Kiosk items before, during and after performances
- Support the Bar at peak times

Supervision of staff

- Supervise the on duty FOH team for performances and events
- Assign daily tasks and duties to the FOH team
- Effectively deal with lateness & absence and report to Theatre Operations Manager
- Ensure FOH team are in correct uniform
- Ensure FOH team are fully briefed before each show/event and participate in pre show fire drill
- Ensure FOH team provide accurate sign in and out information for timesheets
- Assist with cleaning of FOH areas
- Support the Theatre Operations Manager in the recruitment and training of FOH staff
- Support the Theatre Operations Manager in staff rotas and in finding cover in emergencies
- Act as first point of contact for working staff when on duty

Room Set up and Hires

- Communicate with the Operations team on particulars of hires across all spaces run by TRSE including those over the weekend
- Brief anyone hiring a space run by TRSE of the fire evacuation procedure and any housekeeping (toilets etc.), when necessary.
- Distribute and collect visitors passes when appropriate.
- Complete room set ups
- Be the first point of contact on site for all hires unless otherwise communicated
- Provide basic refreshments to hires as appropriate

General

- Complete shift report detailing information about the shift
- Prepare floats and cash up kiosk takings, reporting discrepancies
- Ensure stock movement is accurately recorded
- Support the Theatre Operations Manager on stock ordering
- Attend Meetings as required
- Ensure office and central recycling stations are emptied as needed

Fire Marshall Duties

- Fully understand and adhere to fire evacuation procedures in all spaces run by Stratford East
- Act as Fire Marshall
- Hold the fire panel pager and radio during shifts and respond immediately
- Ensure a full evacuation is carried out, if the fire alarm sounds, in line with Stratford East's SOPs
- Actively monitor the fire panel, and conduct regular building tours whilst on duty
- Attend, identify and assess any other hazards
- Endeavour to keep the emergency exits clear of obstruction at all times
- Complete the fire officer duty log book during the shift
- Report any fire/ health and safety issues to Theatre Operations Manager

Health & Safety and security

- Complete all health and safety monthly checks as assigned by the Theatre Operations Manager
- Complete bag checks as necessary
- Ensure all areas (including toilets) and fire exits are prepared for members of the public
- Act as qualified first aider for the organisation. Be actively available to provide first aid and management of any illness, accident or incidents across all sites managed by Stratford East including the completion of accident reports
- Be vigilant in ensuring that Health & Safety standards are adhered to at all times across all spaces run by Stratford East.
- Pay particular attention to areas of maintenance likely to cause accidents
- Ensure compliance with all Stratford East policies including Equal Opportunities and Access
- Be the first point of contact in emergency situations and provide support to Bar staff and Front of House staff in dealing with difficult situations
- Take control in situations requiring emergency services, liaising with Senior Management, as required
- Brief third party security staff when onsite and work alongside them to ensure the safety of all building users
- Act as Key holder

Compliance

- Ensure all events are compliant, at all times, with current Licencing, health and safety regulations, food safety regulations and operated with good practice
- Ensuring that the alcohol sales are in full compliance with the requirements of the Licensing Act (2003) and the conditions of the TRSE Premises Licences

Climate

- Encourage building users to recycle as much waste as possible
- Communicate our green priorities and initiatives to building users wherever possible.
- Ensure all electrical items are switched off as part of the building lock up process
- Be a member of the Climate Committee

Other

- Act as a public face for Stratford East; acting professionally and responsibly without bringing the Stratford East name into disrepute.
- Remain familiar with the Stratford East's programme and other facilities, in order to converse with customers in an informed and confident manner
- To be familiar with and abide by all Stratford East Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post

PERSON SPECIFICATION

	Essential	Desirable
Experience and Knowledge		
Duty Management/Stewarding experience	X	
Experience of evacuation procedures within a customer focussed environment		X

Experience of, and appetite for, working within diverse communities	X	
Detailed knowledge of Health and Safety legislation (desirable)		X
Basic knowledge of building maintenance (desirable)		X
Skills and Personal Attributes		
Excellent communication skills	X	
Strong numeracy skills including experience in cash handling	x	
Ability to work effectively under pressure and remain calm at all times	X	
Demonstrable commitment to accessibility	X	
Qualifications		
Security (SIA) training		X
First Aid training		X
Fire Marshal training		X
Fire Evacuation Chair training		X

INFORMATION

Contract type: Part Time, permanent

Salary: £13 per hour

Hours of Work: Normal working hours will be a minimum of 24 hours per week. These will generally be Thursday day, and Friday and Saturday evenings.

INFORMATION

TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

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