

June 2021

Thank you for your interest in the post of Building 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.

To apply for the post, please:

- Complete an application form. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)

- Enter your details on our online submission form: <https://hr.breathehr.com/v/building-duty-manager-16946> and upload the application form.
- When submitting your application form via our website, please ensure your full name is part of the file name of the document you upload.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **midday on Monday 28th June. Applications received after midday on the deadline date will not be accepted.**

It is intended that interviews will take place on **Monday 5th July.**

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

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.

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. Nadia's first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and power rendition of August Wilson's *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten's *Noyes Fludde* in collaboration with English National Opera.

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.

COVID-19

As with many in the theatre industry, our doors reopened to the public on 2nd June 2021 after a prolonged dark period due to the ongoing Coronavirus pandemic. We closed our doors on 16th March 2020, and since 20th March 2020 staff have been working from home. On 17th May 2021 we were thrilled to be able to welcome some staff back into the building, however, we anticipate that it will be a long time before all staff are back in the building together full time, and some home working is likely to be in place for the immediate future. This job description is written with our current plans in mind, however, in light of the current rapidly changing and unpredictable situation it is possible that priorities might change.

JOB DESCRIPTION

Job Title: Building Duty Manager

Reporting to: Head Duty Manager

Key Working Relationships: All departments including the Building and Facilities Manager and Bar and Restaurant

Department Information

The Duty Management team work within the Operations Department helping the theatre run in a safe and efficient manner, working across Front of House, Building Maintenance and Bars to ensure high standard of operation each day.

Main purpose of the Role

The Building Duty Manager is primarily responsible for the safety and security of all users of the spaces run by Theatre Royal Stratford East (TRSE), including the customers of the bar/restaurant, users of rooms, and rehearsal spaces. The Building Duty Manager will be confident in managing the operation of these areas independently and will adhere to all current Health & Safety requirements of the organisation.

Principal duties and responsibilities

Duty Management

- Be required to work evening and unsocial shift patterns as per the rota

- To be in constant radio contact whilst on shift
- To investigate if alarm(s) is/are activated in the accessible toilets then assist and reset, where necessary
- To follow TRSE's procedures for completing and distributing a Building Duty Management (BDM) report and ensure that all other daily Building Duty Management records are completed accurately
- Ensuring that all organisational standard operating procedures (SOPs) are adhered to
- Carry out the locking up procedure at the end of each evening shift
- Be available for out of hours alarm call outs

Fire Marshall Duties

- Fully understand and adhere to fire evacuation procedures in all of TRSE spaces.
- Be Fire Marshall trained (training will be provided if necessary).
- Be Fire Evacuation Chair trained (training will be provided if necessary).
- Hold the building pager and radio during shifts and respond immediately.
- If the fire alarm is sounded, ensure a full evacuation is carried out. Meet and liaise with fire brigade. Then feedback to the Head Duty Manager, Operations Manager or General Manager following evacuation and log the evacuation according to organisational procedures.

- Follow the fire activation procedures, attend the location of a fire should the alarm be raised and deal with it appropriately.
- 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 your line manager.

Building Maintenance

- Supporting the Head Duty Manager with the recording of monthly visual checks on fire extinguishers.
- Supporting the Head Duty Manager with the recording of monthly fire door checks.
- Supporting the Head Duty Manager with the recording of monthly emergency lighting checks.
- Supporting the Head Duty Manager with monthly fire notice checks and notifying the Building and Facilities Manager if any areas are not covered.
- Ensure the regular statutory tests and risk assessments are correctly logged.
- Carry out any minor maintenance repairs when required.

- Ensure office and central recycling stations are emptied as needed
- Assist with PAT testing

Health & Safety

- Check all First Aid stations are adequately stocked and report stock levels to Head Duty Manager.
- Ensure all areas (including toilets) and fire exits are prepared for members of the public.
- Be a qualified first aider for the organisation (training will be given if necessary). Be actively available to provide first aid and management of any illness, accident or incidents across all sites managed by TRSE, 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 TRSE.
- Pay particular attention to areas of maintenance likely to cause accidents.
- Ensure compliance with all TRSE policies including Equal Opportunities and Access.

Room Set up and Hires

- Communicate with the Operations team on particulars of hires in the building 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.
- Clear spaces of TRSE equipment used by external hires.
- Set up the rooms for hires taking place the following day.

Green

- 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.

Other

- Act as a public face for TRSE; acting professionally and responsibly without bringing the TRSE name into disrepute.
- Remain familiar with the TRSE's programme and other facilities, in order to converse with customers in an informed and confident manner.
- To maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of TRSE.

- To be familiar with and abide by all TRSE 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

Experience

- Duty Management/Stewarding experience
- Experience of evacuation procedures within a customer focussed environment
- Experience of, and appetite for, working within diverse communities

Knowledge

- Detailed knowledge of Health and Safety legislation (desirable)
- Basic knowledge of building maintenance (desirable)

Personal Attributes

- Excellent communication skills

- Ability to work effectively under pressure and remain calm at all times
- Demonstrable commitment to accessibility

Qualifications

- Health and safety training (desirable)
- Security (SIA) training (desirable)
- First Aid training (desirable)
- Fire marshal training (desirable)
- Fire Evacuation Chair training (desirable)

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.

Contract type: Part time and permanent

Salary: £11.50 per hour

Hours of Work: 28 hours, 4 shifts across Monday - Saturday including evenings

Holidays: 30 days per annum pro rata including bank holidays. This will increase by 1 day pro rata for each full holiday year of service completed to a maximum total of 33 days pro rata

Probation: 6 months

Pension: Up to 5% matched pension contribution after qualifying period

Other benefits: Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discounts

Notice Period: 8 weeks (after probation)

End of document.