

## November 2021

### Thank you for your interest in the post of **Casual 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](http://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](mailto: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/casual-building-duty-manager-19179>

- 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](mailto:recruitment@stratfordeast.com)
- If your recorded application can be found online, please send the link to [recruitment@stratfordeast.com](mailto: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.

The deadline for receipt of completed applications is **12 noon, Wednesday 05 January 2022. Applications received after 12.00 Noon on the deadline date will not be accepted.**

## **Interviews**

This post is being advertised on a rolling basis, as such we will not be allocating specific interview dates to candidates who are successful in moving to the next round of the recruitment process. If your application is successful, we will contact you to arrange an interview, in person or via video call, at a time that is convenient and suitable for both parties

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.

**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 powerful 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. 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.

## **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.

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 DESCRIPTION**

**Job Title:** Building Duty Manager

**Reporting to:** Head Duty Manager

**Working with:** All departments including close working relationship with FOH, Building and Facilities, Bar and catering provider

## **Principal duties and responsibilities**

### **Building Duty Management (BDM)**

- 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 unlocking and locking up procedure at the start / end of each shift, as necessary.
- Be available to support out of hours building access

## **Fire Marshall Duties**

- Fully understand and adhere to fire evacuation procedures in all spaces run by TRSE.
- Be Fire Marshall trained (training will be provided if necessary).
- Be Fire Evacuation Chair trained (training will be provided if necessary).
- Hold the fire panel 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, fire doors, fire signage, general building signage.

- Supporting the Building Maintenance Supervisors with the recording of monthly emergency lighting checks.
- Supporting the Head Duty Manager with monthly water 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
- Supporting the Head Duty Manager with the distribution or updating of staff SALTO cards. Where able, dealing with any issues arising with SALTO cards, or, where unable, escalating issues to Building and Facilities Manager.

## **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 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.
- 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 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:** Casual  
**Salary:** £11.50 per hour

**Hours of Work:**

Shifts may be Monday to Saturday, with both day and evening shifts available

**Holidays:**

30 days per annum including bank holidays pro rata

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