

JOB DESCRIPTION

POSITION Duty Manager (Part-time – between 5.5 and 20 hours a week)

REPORTS TO Building Manager

Job Purpose

To assist the Building Manager in taking responsibility for the operation, maintenance, cleanliness, security and safety of those using Central School of Ballet and the Wessex Studios for evening and weekend dance classes and hires

Key Accountabilities

Facilities

- To be responsible for locking and unlocking the building before and after a shift including operation of the Intruder Alarm System
- To lead the Reception team in the evenings and at weekends
- To take responsibility for security throughout the building
- To be responsible for Health and Safety throughout the building when on duty and to ensure that any accidents are properly recorded in the Accident Book kept at Reception
- To be the main point of liaison for Reception staff and visitors
- To actively support and contribute to a welcoming and supportive working and visitor culture
- To assist with the moving and storage of deliveries
- To oversee the operation of equipment within the building and report any damage or malfunctions to the Building Manager
- To monitor the operation of plant and building services and report any problems to the Building Manager
- To liaise with the Widening Participation and Development departments on the preparation and hosting of short courses and the Associate School, evening classes, events and performances
- Set up resources for events including AV equipment, furniture and retractable seating. Some physical movement of furniture etc is required at times.
- To monitor the conditions of the building
- To monitor the cleanliness across the building, including its exterior
- To liaise with contractors and technical companies
- To report any building issues to the Building Manager as soon as possible
- To ensure that when locking up, all windows and doors are secured and all lights, heaters and non-essential electrical equipment are switched off
- Assist in any facilities duties reasonably requested

Reception

- To provide cover for Reception staff when required
- Provide a high level of customer service to visitors, welcoming them and providing any relevant Health and Safety documents as required
- Report to the Building Manager any issues or complaints
- Set up studios for internal and external hires including retractable seating and chairs and ensuring that they are clean and tidy before use, including evening and weekend use and

- Deal with enquiries in a friendly, polite and efficient manner
- Complete a shift report at the end of each shift
- Ensure Reception, main office and the building is tidy, safe and ready for visitors at all times
- Assist in any *ad hoc* administrative duties

General

- Adhere to Central policies, procedures and guidelines;
- Contribute to the operating values and ethos of Central School of Ballet as determined in its mission statement;
- To contribute towards fostering an inspirational and inclusive atmosphere
- Exercise discretion/confidentiality in business, personnel and financial matters externally, particularly regarding Press/media and potential competitors.

Person Specification

Essential

- Experience of working in a public building
- Experience of delivering events to a high standard
- Practical awareness of Health and Safety issues
- Strong organisation and communication skills
- Ability to act with tact and diplomacy in a variety of situations and with individuals from different backgrounds
- Experience in leading teams
- Keyholder experience necessary

Desirable

- Foreign language/s
- Knowledge of First Aid
- Experience with AV and technical equipment
- Basic practical maintenance skills

Terms and Conditions

- This post is offered on a part-time basis. 5.5 hour shifts usually run 16:00-21:30 Mondays to Fridays, 07:30/08:00-13:00 or 12:30-19:00 Saturdays, and 10:00-18:00 Sundays
- In line with Central policy, this post requires a Disclosure and Barring Service Enhanced Disclosure;
- In line with Central Policy, all Duty Managers are required to undertake a First Aid At Work course at the beginning of their contract, and to attend refresher courses as necessary to ensure the qualification remains current;
- Holiday pay: All English bank & public holidays, plus 20 days per annum pro rata
- Access to a workplace pension scheme with BC & E (People's Pension) and enrolment with employer contributions at currently 3% of salary (subject to eligibility criteria)

The purpose of this document is to describe the key accountabilities that the person holding this position needs to achieve. It is in no way an exhaustive list of responsibilities of the role and in any event, the duties and requirements of this role may change from time to time as required by the School and/or Director.