

Duty Manager at the National Centre for Circus Arts

Job Description

Job Title:	Duty Manager (Buildings & Facilities)
Reports to:	Buildings and Facilities Manager
Member of:	Operations Department
Rate of Pay:	£15.02 per hour
Hours:	Scheduled hour contract, weekend and evening work

Profile:

The National Centre for Circus Arts is a world-class educational & professional national training centre for circus arts. Based in a redeveloped Victorian power station in Hoxton, London, N1, we run a degree in circus arts; offer practice facilities, rehearsal and show-devising space to professional performers; offer a wide range of classes for adults and children in the evenings and at weekends and produce public and internal productions. The building is also home to 11 Creative Business Units in the purpose built offices in the Energy Centre.

The Post:

This is a part time role at the National Centre for Circus Arts with primary responsibility for the evening and weekend management of the building. The person will ensure that the numerous and varied users find the National Centre for Circus Arts welcoming, hospitable and fit for purpose. You should have a strong commitment to Health and Safety, facilities management and be a self-motivated team player.

Principal Responsibilities

- To act as the senior responsible person/manager, whilst on duty out of office hours, for the effective and safe operation of the National Centre for Circus Arts, in accordance with its policies and maintenance service contracts
- To ensure that the relevant Building operational policies/procedures are effectively implemented.
- To fully support the National Centre for Circus Arts' environmental policy and to actively encourage recycling and energy and water efficiency around the building
- To effectively communicate matters that may arise to the relevant staff or department and keep a report of all matters arising.

Evening and weekend Operational Duties

- To act as the Senior Fire Warden, with responsibility for the correct operation of the Fire Evacuation plan and Fire Safety procedures.
- To be the principal First Aider.
- To follow the opening and locking up procedures within the building and ensure that the building is in an excellent condition before opening up.
- To monitor the various room temperatures in the building and make sure that the all the studios and public areas are efficiently heated and ventilated comfortably.
- To be responsible for managing the Customer Service Assistants (CSA) whilst the Customer Services Manager is off duty. This includes covering pre-arranged breaks and covering the front desk if they are absent and

alternate cover cannot be found.

- To oversee all the activities and users in the building including circus professionals, hires, Energy Centre businesses and, liaising with the participation co-ordinator, for the evening and weekend learner programmes.
- To monitor cleanliness and carry out “spot cleaning” around the building if required.
- To set up and manage the appropriate requirements for meetings around the building.
- To meet and greet contractors, potential hires and visitors for show rounds as required.
- To troubleshoot any building or facilities related issues by dealing with them personally, after training, or calling out the relevant support service engineer.

Other Duties

- To help the National Centre for Circus Arts meet income and expenditure targets through proactive involvement in maximising income and improving efficiency.
- To assist with the cataloguing of operations related equipment.
- Any other duties as reasonably requested, working flexibly and often for events and hires on site.
- This post also requires occasional manual handling and on rare occasions working at height.
- To work closely with the wider operations department including technical, events and maintenance.
- The role may require some maintenance input from time to time, where appropriate.

Person Specification

Essential Skills

- Good Facilities and Building Management background with at least one years working experience.
- A general understanding of relevant Health & Safety legislation and its impact in a public building.
- Experience within a customer-facing environment.
- Experience of managing staff.
- Good ability to multi-task administration & organisational skills.
- Practical, hands on approach.

Desirable

- Experience of working in a sustainable building or environment.
- Trained as a Fire Warden.
- First Aid qualification.
- An understanding and appreciation of the arts sector and/or arts education and training.
- An understanding of premises licensing.