

Job Description

Title:	Duty Manager
Line Managed by:	Head of Operations
Overall responsibility:	Look after the day-to-day operations of the building and our activity, daytime, evening and weekend.
Hours:	Scheduled hour contract, weekend and evening work
Salary:	£15.02 per hour

About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. We also run highly regarded workshops, away days and team building events for the corporate community with high-profile corporate events and hires to further increase our revenue. Our national role increasingly sees us supporting and mentoring circus artists and organisations across the country as we seek to develop and mature our remarkable art form.

PURPOSE OF THE JOB

The Duty Manager has primary responsibility for the day-to-day management of the building, its front-facing teams, and visitor experience. They ensure all users find the National Centre welcoming, hospitable, and fit for purpose. They play a key role in delivering front of house operations, for example, providing first aid, a commitment to Health & Safety, being an active member of the front-of-house team, and supporting the Building Manager in implementing our H&S policies. This role is scheduled hours, with different responsibilities during the daytime and evening/weekend times. During the day responsibilities shift towards front of house support, during the evenings/weekends, responsibilities shift towards operational management and acting as the responsible person for the organisation, it is essential you are a self-motivated team player.

MAIN 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 the relevant Building operational policies/procedures are effectively implemented.
- To effectively communicate matters that may arise to the relevant staff or department, keep a report of all matters arising.
- To be the principal First Aider, including follow-up actions and reporting.
- To act as a key member of the Front of House team, acting as the main point of contact throughout the week and supporting/covering the Programme and Facilities Coordinators, such as covering breaks and the front desk as and when necessary.
- To act as the Senior Fire Warden, responsible for the correct operation of the Fire Evacuation plan and Fire Safety procedures.

EVENING AND WEEKEND OPERATIONAL DUTIES

- Follow the opening and locking-up procedures within the building and ensure that the building is in excellent condition before opening.
- Monitor the various room temperatures in the building and ensure that all studios and public areas are efficiently heated and ventilated.
- Liaise and have oversight of the many users of the building, including but not limited to the Energy Centre tenants, the Programme and Facilities Coordinators for evening and weekend programmes, and our commercial hires.
- To monitor cleanliness and carry out "spot cleaning" around the building when required.
- To set up and manage the appropriate requirements for meetings around the building.
- To troubleshoot any building or facilities related issues by dealing with them personally, after training, or contacting the relevant support service.

OTHER DUTIES

- 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 often requires manual handling and, on rare occasions, working at height.
- To work closely with the wider Operations Department, including technical maintenance, and the HOO and COO.
- The role may require some maintenance input from time to time, where appropriate.

PERSON SPECIFICATION

Experience

- Good Facilities and Building Management background with at least one years of working experience
- A general understanding of relevant Health & Safety legislation and its impact in a public building
- Experience within a customer-facing environment.

Skills

- Excellent interpersonal skills
- Ability to multi-task, administration & organisational skills.
- A working knowledge of IT, including email, Windows, and Microsoft Office.
- Supervising front of house and event staff, acting as the responsible person

Personal Attributes

- Willingness to be the key first aider and fire warden.
- Practical, hands-on approach.
- An understanding and appreciation of the arts sector and/or arts education and training.

How to apply

To apply, please complete the online application form, where you will upload a CV and be asked to write a response to these four questions.

[Apply here](#)

Please also complete our [equal opportunities form](#)

Questions for Application

Please note that there is a 1,000-character limit for each question.

1. Experience in Facilities Management

Please outline your experience in facilities and building management, including how you've applied Health & Safety practices in a public or customer-facing setting.

2. Teamwork and Organisation

Provide an example of when you successfully supervised staff or coordinated multiple tasks to deliver an excellent standard of service. What approach did you take, and what was the outcome?

3. Hands-on Work in a Multi-Use Arts Environment

What interests you about working in the arts sector, and how do your personal qualities make you a good fit for this role?