



Job Description

JOB TITLE:	Duty Manager
RESPONSIBLE TO:	Theatre & Programme Manager
RESPONSIBLE FOR:	The venue, attending to students, families, the public, teachers, staff and volunteers.

ABOUT YATI

YATI (Young Actors Theatre Islington) is a charity that serves a community of over 1000 young people, who engage with Theatre through performance, education, and outreach. We want every young person in Islington to experience Theatre, made by and for them. We believe that finance should not be a barrier to education or participation. Whether pursuing the performing arts professionally, learning a new skill for enjoyment, or merely wanting to spend time with others, YATI provides high-quality, affordable opportunities to engage with Theatre.

We achieve this by offering over 60 hours of performing arts classes every week during term-time, and holiday courses that give our young people the chance to learn and perform. We keep our pricing as affordable as possible and offer full subsidy to those who need us most through our Stage Door programme. We put on high-quality productions and offer regular showcases and scratch nights for our young people to gain on-stage experience. We take our work out into local communities giving more people the chance to experience the positive benefits of drama, and we represent over 200 young people professionally through our Agency, offering success and support right from the start.

MAIN PURPOSE OF POSITION

This is an excellent opportunity for a proactive and resourceful individual to become part of our team of Duty Managers, representing YATI to all students, families, audiences, staff, teachers, and volunteers. A key member of the operations team, the post-holder will co-ordinate the front of house and back-stage spaces to ensure safety, security and customer care standards are maintained at the highest levels in line with the company's ethos and values, as well as being the main point of contact for general enquiries.

N.B. This Job Description is designed to give you an overall view of the job and is not a definitive list of tasks.

KEY RESPONSIBILITIES

- To be in charge of the building whilst acting as Duty Manager, assuming responsibility for the health & safety of all individuals on the premises. Ensuring safe evacuation of the building in the event of an emergency and liaising with emergency services as required.
- To comply, and to ensure other comply, with health & safety and other policies.
- To act as a key holder for the building; opening and closing as required.
- Support the efficient, effective operation and administration of YATI classes and courses.
- Assist in the day-to-day maintenance and repair of the building.
- Ensure accident and safeguarding reporting is up to date and recorded in line with best practice.
- Ensure that teaching spaces are clean, safe and fit for purpose at all times.
- Ensure the first aid box has all necessary supplies.
- Act as a First Aider/undertake First Aid training as required.
- Assist the Programme & Theatre Manager in the scheduling of staff, including timetabling assistants and finding cover where necessary.
- Support the timely communication with staff and students regarding operational issues affecting the classes and courses programme.
- Ensure office and class supplies are maintained at required levels, and that communal areas such as the kitchen are kept in a clean and tidy condition
- Monitor and maintain the upkeep of public areas of the building so that students and families have a pleasurable experience. This includes ensuring YATI courses, classes, productions and information are clearly displayed.
- Monitor and respond to emails in the info@ mailbox and be the main point of contact for any queries. This includes responding to all phone queries.
- To deal with customer enquiries, compliments and complaints and to adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.
- To ensure that house rules regarding photography, recording etc are adhered to.
- To ensure class/course registers are completed correctly and quickly.
- To manage FOH during performances.
- To attend team meetings and training sessions as appropriate.

TERMS AND CONDITIONS

Salary:	£14 per hour
Contract:	Zero hours
Hours:	As required. YATI operates 7 days a week.
Holiday:	In line with hours worked

Young Actors Theatre is committed to diversity and is an equal opportunities employer.