**DUTY MANAGER AKA CARE-TECH-ER**

**RECRUITMENT PACK**

**Job title:** Duty Manager

**Reports to:** Company Manager, Tracy Basu

**Hours:** 16 hours per week (worked across 3 evenings - Wednesdays, 3pm-9pm

Thursdays, 4pm-9pm, Fridays, 4pm-9pm

**Salary:** £18,200 pro-rata which equates to £10 an hour and £8,320 actual yearly salary

**Annual Leave**: 15 days paid holiday including British public holidays and bank holidays

**Application deadline**: 12pm on Monday 17th May 2021

**Interview date:** Thursday 27th May 2021, in person, in Bradford.

**Start date:** Training for 16 flexible hours the week of the 7th June 2021, starting set hours from w/c 21st June 2021

Common Wealth are based in Bradford, England and Cardiff, Wales. This role will be based in Bradford. We welcome applications from everyone and particularly encourage applicants who are usually under-represented in the theatre industry.

**ABOUT COMMON WEALTH**

Common Wealth are an award-winning site-specific theatre company making theatre that encompasses electronic sound, new writing, visual design and verbatim. Our work is political and contemporary. Recent productions include I Have Met the Enemy (and the enemy is us) (Northern Stage), Radical Acts, We’re Still Here (National Theatre Wales), No Guts, No Heart, No Glory, (Scotsman Fringe First Award / Live from TVC on BBC4), Our Glass House, (Amnesty Freedom of Expression Award.)

Common Wealth is led by Co-Artistic Directors Rhiannon White and Evie Manning who both live and work from their hometowns, Cardiff and Bradford. Operating from these two locations we run a programme of activity that spans large-scale site-specific touring productions, ground-breaking participatory work, artist development, **Speakers Corner** (a political, creative collective led by young women) **Common Space** (a new art, performance and community space in Bradford City Centre) and the programming of co-created work as part of the **Moving Roots Touring Network** in Cardiff.

***“Common Wealth will be changing the way we look at the world for years to come”*** John McGrath, Artistic Director, Manchester International Festival

**ABOUT COMMON SPACE**

Common Space in a new performance, music and art space for Bradford. It will open from the 21st June 2021 and hosts different spaces; two stages with a simple lighting and sound rig, a big workshop table, a music studio, rehearsal room and prayer room.

The space will be used by different people, artists, community groups, activists and young people. People will use the building during the day for rehearsals and meetings when the building is staffed by the Common Wealth core team. The building will open for three evenings a week (Wednesday-Friday) and we are looking for a Duty Manager who can be responsible for the building and people using the space during these set times.

Please see our website for more information about the space: <https://commonwealththeatre.co.uk/projects/common-space/>

**ABOUT THE ROLE**

**A brilliant opportunity for a motivated and organised Duty Manager to come and join us in Bradford.**

Confident and capable, you will be responsible for supporting artists and community groups at our new venue Common Space. You will have a basic understanding of tech and be willing to learn. You will have great interpersonal skills and be able to support and problem solve for artists, community groups and young people. You will be highly organised and self motivated and able to think on your feet and use your own initiative. You will be passionate about social change and how the arts can have a role in changing the world.

Our internal name for this post is Care-Tech-Er - we want someone who can take great care of the space, people and plans and be good and savvy with tech - or willing to learn.

The post holder’s duties will be undertaken during the evening, although there is also the possibility of some daytime cover during the year when other staff are on annual leave and occasionally on weekends. You will ensure the requirements of health & safety are met during your shift and generally provide a safe, clean environment whilst maintaining good relationships through the provision of both a proactive and responsive service.

You will be responsible for room set-ups, which may include setting up light and sound systems, and undertake general maintenance of the building and equipment as required. This can be a physically demanding job and recognition should be given to that when applying for the role.

The person appointed will need to be responsible and conscientious and able to communicate well with the many and varied users of Common Space. The post requires someone who is prepared to be flexible and commit themselves to helping create a secure, pleasant environment in which people using Common Space can feel relaxed, creative and safe. Experience of events would be advantageous.

**JOB DESCRIPTION**

**Main duties:**

**Building Management**

* Close down the building, making sure that all doors and windows are locked, electrical appliances are off, lights are out and alarms set, or opening up at times of cover.
* Be a main key-holder for Common Space. Open and lock rooms for people using the spaces as required,
* Setting up rooms for both that evening and the following day making sure rooms are fit for use, are clean and equipped with the correct furniture, and clean & tidy when bookings are finished.
* Ensure high standards of presentation throughout the site including the cleaning of rooms, toilets and other areas (internally and externally) as necessary.
* Perform general maintenance and decorating tasks as and when required.
* Ensure the safety of the building, its users and the staff by enforcing Common Wealth policies, monitoring potential safety/liability problems and assisting customers to meet their needs while using Common Space facilities.
* Oversee the security of the site including making sure that unauthorised people do not enter the building, by maintaining a presence in the Welcome area and/or supervising and supporting volunteers on welcome duty.
* Call the emergency services in the event of an emergency.
* Act as the fire marshal whilst on duty and assist in carrying out all statutory tests that are required e.g. fire alarm testing.
* Identify and discuss with colleagues improvements that are required at Common Space and, if agreed, implement these improvements.
* Assist artists and groups in set-up and use of A/V equipment.
* Perform general maintenance and upkeep of Common Space equipment - chairs, A/V equipment, etc.
* Liaise with the team to obtain information about room bookings & setup requirements

**Supporting people**

* Supervise and/or assist artists, community groups and session leaders of Common Space with set up of spaces, equipment and resources
* Assist co-workers, both volunteers and paid staff.
* Act as the first point of contact on an evening welcoming people in and responding to questions and concerns

**General**

* Contribute to the development and operation of appropriate and efficient systems to support the management of Common Space.
* Use handover documents, and contribute to the monitoring and evaluation of the work of the post as agreed.
* Contribute to the development of policies and procedures for Common Space
* Attend and contribute to review meetings with the line manager, and other Common Space meetings, as agreed.
* Respond appropriately to emergencies or urgent issues as they arise.

**PERSON SPECIFICATION**

**ESSENTIAL**

**SKILLS**

* Ability to provide good customer service, face to face
* Ability to multi task and adopt a hands-on approach
* Ability to make reasoned judgements in relation to new situations
* Good communication and planning skills
* Basic technical skills with light and sound and be willing to learn
* Hold a current first aid certificate or be willing to undertake a first aid course

**EXPERIENCE / KNOWLEDGE**

* Customer Service experience
* Experience of dealing with complaints and problem solving
* Experience of working with community organisations
* Experience of working alone
* Experience of working in a physically demanding environment

**QUALITIES AND BEHAVIORS**

* Self-motivated
* Creative in approach to problem solving, showing initiative
* Resilient and determined to overcome obstacles
* Able to work flexibly and creatively
* Conscientious, reliable and good attention to detail
* Able to share excitement and ideas to enthuse others
* Able to work to instruction

**DESIRABLE**

* Experience of working with volunteers
* Experience of setting up rooms in a multi-room venue.
* Able to work as part of a team as well as independently

**TERMS OF EMPLOYMENT**

**SALARY**

£18,200 pro-rata which equates to £10 an hour and £8,320 actual yearly salary

**CONTRACT**

1 years fixed term starting by June 2021 with potential for extension dependent on funding

**ANNUAL LEAVE**

15 days paid holiday including British public holidays and bank holidays

**PENSION**

On completion of the probationary period, we will offer a pension under auto-enrolment legislation with pension provider, NEST. Employer contributions will be paid at a rate of 3% on qualifying earnings.

**WORKING HOURS**

16 hours per week (worked across 3 days)

Wednesdays, 3pm-9pm

Thursdays, 4pm-9pm

Fridays, 4pm-9pm

**PROBATION PERIOD**

Three months, during which either party may terminate the contract with two weeks’ notice. Notice period is one months following the successful completion of the probation period

**BASE**

The post is based at Common Wealth’s Bradford Office, Common Space, 1-3 John Street, Bradford, BD1 3JT.

**HOW TO APPLY**

Please submit your Application form and completed Equal Opportunities form by email with ‘Bradford Duty Manager’ in the subject line to [tracy@commonwealththeatre.co.uk](mailto:tracy@commonwealththeatre.co.uk) by **12pm on Monday 17th May 2021.** The Application form and Equal Opportunities form are available from our website <https://commonwealththeatre.co.uk/about/jobs/>

Applicants should provide contact details for two references, we will seek your permission before making direct contact with any referees. All offers of employment will be subject to the receipt of satisfactory references.

If you would like to have an informal, confidential conversation about the role, please contact Sajidah Shabir, [sajidah@commonwealththeatre.co.uk](mailto:sajidah@commonwealththeatre.co.uk)