

RAMBERT

DUTY MANAGER



RECRUITMENT PACK



Peaky Blinders: The Redemption of Thomas Shelby. Photo by Johan Persson

What if...

there was a dance company where brilliant and daring people could show up and be supported to push themselves to move the world forward...

Welcome to Rambert

As one of the world's most diverse dance companies, we make dance that is awe-inspiring, adventurous, dynamic and relevant, and take it to the world. Through performances, dance and wellness classes and creative courses for people of all ages and abilities, we want to ensure we are engaging everyone.

Rambert is an award-winning organisation, working with the world's best choreographers, dancers and supporting administration team who ensure we create work to the highest possible standards.

Under the leadership of Rambert's Chief Executive, Helen Shute and Artistic Director, Benoit Swan Pouffer, we're setting ourselves ambitious goals and finding new ways to inspire ambition and belief.





Welcome

Thank you for your interest in the Duty Manager role. It's always an exciting time at Rambert. Alongside a programme of world-class contemporary dance on stage and screen, we premiered a large-scale production *Peaky Blinders - The Redemption of Thomas Shelby*, reaching 100,000 in the UK in its first tour and now performing worldwide. We have recently launched several new ventures:

- *Rambert Plus*: Our digital channel and online class subscription platform.
- *Rambert Grades*: An Ofqual accredited dance exam syllabus poised to reach thousands of young dancers worldwide.
- *Rambert Works*: A new co-working space in our award-winning architect, designed headquarters on London's South Bank.
- We also have a growing programme of participation projects co-designed with the communities we serve around the UK.

Rambert aims to create a programme that is artistically adventurous and ambitious whilst being financially and environmentally sustainable. Alongside this we seek to demonstrate Rambert's credentials as a champion of inclusion, relevance and responsibility to our communities. We want brilliant and daring people at Rambert – people who are committed to contributing to our success. If you have the skills, experience and attributes, I look forward to hearing from you.

Helen Shute, Chief Executive/Executive Producer



Governance, Finance, and Brand

Rambert is a registered charity, and a company limited by guarantee. We are overseen by a non-executive board of Directors led by Dame Sue Street.

The Rambert group is made up of three companies comprising Ballet Rambert Ltd, Rambert Trust Ltd, and Rambert Productions Ltd. We have two joint ventures with Rambert School: Rambert Grades and a trademark holding company.

Our turnover for 2024-25 is forecast to be in the region of £5-6 million. Our work is funded through national portfolio organisational (NPO) grant income from Arts Council England; box office income; fundraising from trusts, businesses and individuals other earned income including commercial hires of our enviable building, and theatre tax relief (TTR).

Brands need to communicate their cause and promise – then deliver on that promise. We have developed a Brand Belief and set of House Rules (below) that are central to everything we do. Think about how you could contribute to this promise if you came to work with us.

HOUSE RULES

- Everything starts with diversity and inclusion
- Always believe it can be better
- Take us with you
- We trust each other
- Look after yourself so you can look after others
- We respect and take responsibility for our planet and its people
- Don't look back but remember where you come from
- To be superhuman, you need to be super human



A man in a blue suit is balancing on a tightrope. He is looking down and to the side with a focused expression. The background consists of a red curtain. The text 'DUTY MANAGER' is overlaid in large white letters across the center of the image.

DUTY MANAGER

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.



DUTY MANAGER JOB DESCRIPTION

This is a full-time role at Rambert, supporting the day-to-day running of the building, offering a practical hands-on approach, and deputising the *Head of Building Operations and Estates*.

You will ensure that the Rambert team, along with its varied guests and building users find Rambert's headquarters welcoming, hospitable, and fit for purpose.

You should have good experience in Health & Safety and building management; and be an initiative-taking team player with high standards and an eye for detail. The role will have a regular shift pattern but will require flexibility to provide support for events and activities that fall out of regular hours.

Accountable to: The Head of Building Operations and Estates.

Key Relationships: Participation and Community, Artistic and Production teams.

Key Accountabilities

- To act as the responsible person whilst on duty for the effective and safe operation of Rambert, in accordance with its policies and service providers.
- To support the scheduling of the building spaces, taking in account the Company's needs and requirements.
- To support the Reception Team in the safe closing of the building at the end of business each day (and opening when required).
- To ensure that the relevant building operational policies/procedures are effectively implemented.
- To fully support Rambert's environmental policy and support the work of the Operations Directorate in improving the organisation's environmental impact.
- Daily management of the studios, providing a fast and professional service to building users, and to prepare studios for the following day's activities.
- To support the Head of Building Operations & Estates in proactive involvement to maximising hires income and improving building efficiency.
- To support all departments in the running of the organisations in-house events as required.
- To manage the reception team's rota and oversee daily management of the Rambert co-working space.



- To be one of the team of building key holders and out of hours contacts for the alarm monitoring company.

Daily Operational Responsibilities

- Ensure that the audio-visual (AV) and studio equipment is in good working order each day, and to manage the conferencing AV requirements.
- Conduct daily building checks, testing, inspections and troubleshooting any building or facilities related issues directly or working with the facilities management contractor and service providers. Regularly Updating Head of Building Operations & Estates.
- To carry out small maintenance tasks through the building as required.
- To manage the security systems and databases and provide keys and access equipment to new staff and freelancers.
- To act as the Fire Warden and the principal First Aider when on duty in-line with the Health and Safety policy. Full training provided if needed.
- To ensure that the building is in an excellent condition at the end of the day ready for the following morning's activities.
- To monitor the environmental controls in the building ensuring all the studios and public areas are efficiently heated and ventilated for physical activities.
- To support and monitor all the activities and users in the building and liaise with the Participation & Community team for classes, ensuring smooth running and safe use of the building.
- To meet and greet contractors, potential hires and visitors for show rounds and inductions as required.
- To assist with the organising and cataloguing of operations related equipment.

Other Duties

- Collect environmental and sustainability data from utility bills and on-site energy meters.
- Occasional manual handling and on rare occasions working at height. Full training can be provided if needed.
- Support the Head of Building Operations & Estates in building improvement and renovation project works.
- Support in the research of new technology, products, systems, and services to improve the building and services within.



General Responsibilities

- At all times to carry out duties and responsibilities in line with Rambert's policies, procedures and our House Rules.
- To support Rambert to proactively develop and encourage environmentally sustainable practice.
- To support Rambert in being an inclusive and diverse organisation.
- To attend staff meetings, training sessions and other events, which may sometimes extend outside normal working hours.

Person Specification: Experience and Expertise

Essential Requirements

- Facilities and Building Management or Duty Management background with preferably two years' experience.
- An understanding of relevant Health & Safety legislation and its impact within a public building.
- Experience within a customer-facing environment.
- Good communication skills and ability to work with people of various departments & seniority.
- Ability to multi-task administration & operational duties.
- Practical, hands-on approach.

Desired Proficiencies

Full training can be provided if required

- Experience of scheduling and coordination staff.
- Experience as a Fire Warden.
- Experience in First Aid.
- Health and Safety qualification (such as IOSH) or relevant experience
- An understanding of premises licensing.
- Microsoft Office experience.
- Basic IT experience.
- Use of Celcat timetabling software, and PatronBase Systems.
- An understanding and appreciation of the arts.



Employment Conditions

Salary: £30,000pa depending on experience

Employment Term: Permanent full-time position.

Hours of work: 37.5 hours per week based upon the following schedule which includes one-hour daily breaks:

Mon – Thurs: 13.00 – 21.30

Fri: 12.00 – 20.30

Please note that one Friday per month there is a regular evening class scheduled requiring the building to close at 21.30 during term time; the start time for these Fridays will be 13.00.

The schedule of these hours is subject to minor changes throughout the year in line with our timetabled activities. Some amendments to these hours may be required, and advance notice will be given of all changes. TOIL will be given in-line with company policy.

Place of Work: Rambert, 99 Upper Ground, London, UK.

Holiday entitlement: 25 days paid leave in addition to public holidays, pro rata.

This post carries a probationary period of three months, during which time the notice period required by either party is two weeks. After a satisfactory review, the notice period increases to six weeks.

Rambert operates a hybrid workplace with a flexible balance of in-office and remote working. We are happy to discuss flexible working styles such as compressed hours.



Benefits

- Death in service benefit (4x base salary).
- Employee Assistance Programme including Private GP and Counselling Virtual Appointments.
- 24-hour confidential helpline offering financial and wellbeing support.
- Enhanced Maternity and Paternity Pay.
- Enhanced Sick Pay.
- Free access to Rambert classes (subject to class capacity).
- Free access to onsite gym.
- Free tickets to Rambert shows (dependent on capacity).
- Two paid volunteer days per year.
- Discounted theatre tickets/Art Fund membership.
- [Star Card](#) offering discounts along London's Southbank.
- Pension Auto Enrollment begins after 3 months.



An Inclusive Workplace for All

We encourage underrepresented identities within the arts industry to apply.

We actively make a stance against racism; holding diversity and inclusion training to ensure that we are on the right side of fighting racism.

We understand that D/deaf and disabled people are underrepresented within the sector. Please let us know if you require any reasonable adjustments for any part of the recruitment process.

We are committed to supporting LGBTQ+ individuals and ensuring that our workplace is welcoming to people of all sexual orientations and gender identities.

We also acknowledge that social class disparities can create significant barriers to accessing opportunities in the arts. We strive to create an inclusive environment that supports individuals from all socio-economic backgrounds. We are Living Wage employers because we want to help break the poverty cycle and reduce socio-economic barriers to those working within the arts.

We will interview candidates from under-represented identities in arts who meet the minimum criteria for the role

To Apply

Please send the below to recruitment@rambert.org.uk by 5pm UK Time, Thursday 30th January 2025.

- A CV.
- A one-page (maximum) cover letter that details your interest in the role, relevant experience and suitability for the role referring to the key accountabilities and personal specification (above).
- An equal opportunity monitoring form will be provided to you once we have received your CV and cover letter.

First interviews (approx.): Week commencing 3rd February 2025

Second interviews (approx.): Week commencing 10th February 2025

Only shortlisted candidates will be contacted. If you have not heard from us within two weeks of the closing date, please assume your application has been unsuccessful.



For more information, Further information can be found on our website www.rambert.org.uk please contact recruitment@rambert.org.uk. Thank you and best of luck with your application.

Rambert
Rambert.org.uk
99 Upper Ground London SE1 9PP

RAMBERT



Supported using public funding by
**ARTS COUNCIL
ENGLAND**