

Job description

Theatre Operations Manager



Job Title:

Theatre Operations Manager

Salary:

H5 pro rata (Full time salary range £27,982 - £30,268)

Actual annual salary £24,579 - £26,587

Plus additional pay on casual rate for external shows paid in line with UK Theatre rates, up to approximately £4,000

Contract:

Permanent, part-time

32.5 hours, 52 weeks per year. Flexible to accommodate scheduled evening performances and weekends.

24 days' annual leave plus 1 occasional day and bank holidays

Additional casual contract for external hire bookings paid on top of salary with rates aligned to UK Theatre rates.

The Role:

This role will be responsible for the marketing, hiring, co-ordination and administration of the SandPit Theatre, our professional arts venue.

The core work will be driven by internal school events which take priority in the calendar. External bookings are then crucial to ensure the theatre continues to provide a cultural hub for the wider community.

Main Responsibilities:

You will be responsible for (but not limited to) the following:

Marketing and Publicity

- Promote the theatre and lead on all marketing both internally and externally.
- Manage promotions and discounts.
- Produce publicity material and place adverts as necessary.
- Maintain displays in the foyer.
- Maintain the SandPit Theatre website, including management of event listings.

Management of Box Office Requirements

- Manage booking and ticketing of school events and productions.
- Manage booking and ticketing of external events.
- Work with the Technical Theatre Manager to prioritise and manage booking of schools events and productions, and notify staff of external events and clashes.
- Manage public enquiries, including ticket requests, refunds and waitlists.

Management of SandPit Bar

- Manage and control stock ordering and sales of the Theatre Café, ensuring it is all correctly accounted for, including regular stock takes.

Onboarding and Management of Hirers

- Price up external hires including venue hire, performances and allocation of staff for final approval by the Operations Manager.
- Generate income through new and existing hirers.
- Develop and maintain strong relationships with future and existing hirers.
- Devise and manage staff rotas for casual staff and volunteers including recruitment and training of new casual staff to ensure the successful running of events.
- Ensure all statutory checks, training and appraisals are undertaken and maintained as required.

Theatre Management

- Support the Technical Theatre Manager in ensuring that all shows and events are delivered to a professional standard, on time, on budget and in line with all licencing and safety regulations.
- Undertake duty manager responsibilities during evening and weekend events on a rota basis.

Finance and Administration

- Raise purchase requisitions for equipment and services.
- Work with AET Finance to ensure that all external hirers' invoices are raised and that payments are received in a timely manner.
- Record all Box Office Ticket purchases, including the cross-checking of card sales to bookings, so there is a full audit trail, including any refunds that have been issued.
- Check and approve timesheets for casual staff and generate monthly payroll report.
- Lead the setting of hire and box office fees with guidance from the School Operations Manager.
- Support preparation of the annual Theatre Budget and Forecast.
- Review on a monthly basis budget against actual spend, providing explanations for variances.
- Support the Technical Theatre Manager in developing a prioritised roadmap for proposed future expenditure on the SandPit Theatre, including the enhancement and maintenance of Theatre equipment.

Other Support

- Work with the Technical Theatre Manager to foster student interest in the theatre and create opportunities for student volunteers.
- Production support for the theatre and school across all performances and events.

Person Specification:

| Criteria | Details | Essential | Desirable |
|------------------------------------|--|-----------|-----------|
| Qualifications and training | Subject specific degree or qualification | | ✓ |
| Experience | Experience of working in a school setting and/or theatre setting | | ✓ |
| | Experience of managing casual staff | | ✓ |
| Skills and knowledge | Excellent communication skills, both written and verbal | ✓ | |
| | Strong ICT skills | | |
| | Ability to work under pressure and to tight timescales | ✓ | |
| | Managing relationships | | ✓ |
| | Managing budgets and forecasts | | ✓ |
| | Pricing and hirings | | ✓ |
| | Marketing and publicity | | ✓ |
| Personal qualities | Keen eye for detail | ✓ | |
| | Ability to take own initiative | ✓ | |
| | Strong communicator | ✓ | |
| | Passionate about theatre and a genuine interest in life performance and the arts | ✓ | |
| | Ability to work independently and as part of a team | ✓ | |
| | Creative thinking to support production needs and enhance customer experience | | ✓ |



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