

November 2021

Thank you for your interest in the post of
ADMINISTRATION ASSISTANT

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Supporting statements can be submitted in written, video or audio format, please see the application form for more details.

To apply for the post, please:

- Complete an application form. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)

Enter your details on our online submission form:

<https://hr.breathehr.com/v/administration-assistant-19921>

- and upload the application form.
- When submitting your application form via our website, please ensure your full name is part of the file name of the document you upload.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **12 NOON, on Monday 13th NOVEMBER 2021.**

Applications received after 12 Noon on the deadline date will not be accepted.

It is intended that initial interview will take place on **Thursday 16th December 2021.**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable

adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

Theatre Royal Stratford East

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara

Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Nadia's first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and powerful rendition of August Wilson's *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten's *Noyes Fludde* in collaboration with English National Opera.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

Our Mission

- We produce work of the highest artistic quality that is:
 - Popular: Theatre of the highest quality that seeks to move and entertain everyone
 - Political: Work that provokes discourse about the world we live in and our place within it
 - Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
- We ensure diversity and inclusion is central to everything we do
- We are investing in our Grade 2 listed building
- We work to be environmentally sustainable
- We nurture and develop our staff
- We create and champion opportunities for a diverse range of artists
- We develop an emerging generation of talent
- We present a year-round participation programme for people of all ages
- We engage with local partners and people in Newham and the East London area

Governance and Finances

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive

Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

COVID-19

As with many in the theatre industry, our doors reopened to the public on 2nd June 2021 after a prolonged dark period due to the ongoing Coronavirus pandemic. This job description is written with our current plans in mind, however, in light of the current rapidly changing and unpredictable situation it is possible that priorities might change.

Safeguarding and Safer Recruitment Practises

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

Applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

JOB DESCRIPTION

Job Title: Administration Assistant

Reporting to: General Manager

Key Working Planning Manager, Operations

Relationships: Team and external clients hiring spaces run by TRSE

MAIN PURPOSE OF THE POST

To support the Administration department in managing its efficient operating systems for recruitment and hires, support the Welcome Desk and provide administrative support to the General Manager and the Admin and HR Coordinator.

PRINCIPAL DUTIES AND RESPONSIBILITIES

General Administration

- Support the General Manager and Admin & HR Coordinator in maintaining and developing company documents

Hires

- Manage the hires inbox
- Set up processes for hire enquiries, bookings and confirmations
- Respond to all hire enquiries across all sites managed by TRSE in a timely and efficient manner
- Manage all space hire bookings
- Create booking forms for all bookings
- Input and maintain all space hire data into Skedda
- Liaise with finance to ensure all bookings are invoiced and payment is received in a timely manner
- Support the Planning Manager with the coordination of event sheets, contracts and invoices
- Work with the Duty Manager and Operations Manager to service hirers, and support set up
- Work with the marketing team on marketing the spaces for hire

HR Support

- Work with the General Manager to ensure that GDPR is adhered to in the collection and storage of all HR data
- Provide administrative support during the recruitment process, where necessary
- Support the General Manager in addressing the accessibility and inclusivity of the recruitment process

Welcome Desk

- Work on the Welcome Desk two days a week, and provide cover to the Welcome Assistants on all other days
- Provide a courteous, helpful and well-informed first point of contact for young people, hirers, audience members, visitors, team members and contractors
- Answer calls in a polite and effective way ensuring that steps are taken to aid in the resolution of the enquiry
- Work effectively to resolve any issues brought to your attention, escalating where appropriate to the relevant department
- Keep up to date with knowledge the activities taking place in the building
- Act as point of contact in case of emergency, and liaise with Duty Managers via radio as needed
- Ensure all visitors and staff have signed in, in the appropriate way

- Follow, brief and advise Covid procedures ensuring a safe environment for all people who you welcome.

Other

- Participate in meetings and perform other duties as required, commensurate with the status and purpose of the post
- Advocate for Stratford East, its mission, aims and activity
- To maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of TRSE
- Remain familiar with the Stratford East's programme and other facilities, in order to converse with customers in an informed and confident manner
- To be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- Other tasks as required, commensurate with the overall purpose of the post

Person specification

Personal attributes

- Personable and able to communicate effectively with a wider range of people
- A friendly, professional manner on the phone, in person and in email/ writing

- Proactive and flexible, with a can do approach
- Able to create and maintain a positive and engaging working environment
- Resilient, calm and deliberate under stress
- Passion & enthusiasm for theatre and the arts
- Demonstrable alignment with Theatre Royal Stratford East's core culture and values.

Skills

- Fully computer literate including a good working knowledge of Microsoft Office
- Numeracy and confident with budgets and basic financial administration
- Demonstrably strong administration and organisational skills
- Excellent time management skills
- Attention to detail

Contract type: Fixed term to 31st August 2022

Salary: £23,500

Hours of Work: Full time (part time working will be considered)

Holidays: 30 days per annum including bank holidays pro rata. This will increase by 1 day for each full holiday year of service completed to a maximum total of 33 days

Review: 3 months

Notice Period: 2 months (after probation)

Pension: Up to 5% matched pension contribution after qualifying period

Other Benefits: Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discounts

End of Document.

INFORMATION

TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.