

January 2022

Thank you for your interest in the post of **Operations Director**.

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/operations-director-20593> 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 **noon, Monday 14 February 2022. Applications received after noon on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **Wednesday 23 February** and second round interviews on **Tuesday 1 March 2022.**

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

Covid-19 has had a devastating effect on the entire theatre industry, and we have been fortunate during this time to receive Culture Recovery Fund support. We reopened in June 2021, in a socially distanced way, with full opening from September 2021, with Conor McPhearson's *Shining City* and are working on developing a business plan for 2022-26 which reflects the adaptations we have had to make due to the pandemic, and its legacy.

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 Title: Operations Director

Reporting to: Executive Director

Direct reports: Building & Facilities Manager, IT Systems Manager, Head Building Duty Manager, Front of House & Events Manager, Bar Manager

MAIN PURPOSE OF THE POST

To oversee the smooth running of Theatre Royal Stratford East and (until August 2022) Stratford Youth Zone, in particular ensuring that both buildings are safe for staff and audiences, that the building is fully maintained, oversight of all customer facing teams and development of hires and commercial and bars revenue.

WHAT WE ARE LOOKING FOR

We are looking for an enthusiastic individual to join our senior team and ensure that our building are well maintained and run smoothly. We are looking for someone with an understanding of the customer facing side of operations, including experience of running or overseeing a bar, as well as some experience of building and facilities management and experience of health and safety management.

JOB DESCRIPTION

Building Management

- Ensure that TRSE complies with its premises license, acquires any necessary Temporary Event licenses needed, and act as the Designated Premises Supervisor
- Work with the Building & Facilities Manager and IT Systems Manager to ensure effective and efficient management and maintenance of the two buildings, and the operating infrastructure and facilities within it
- Act as the main point of contact for PRS/PPL, ensuring music licences are in place
- Oversee smooth running of the TRSE offices
- Oversee the SOPS for both buildings
- Oversee the capital maintenance plan, working closely with the Head of Production and Building & Facilities Manager, as well as with the Development Director
- Act as a daytime Building Duty Manager and keyholder, as and when required

- Lead on encouraging good communications around the operations of the organisation – including chairing a weekly operations meeting
- Liaison with the theatre's insurers, maintaining inventories and ensuring that the Company's insurance policies and levels of cover are appropriate and up-to-date.
- Work with the Agent for Change to ensure the physical building is as accessible as it can be

Hires

- Develop a hires strategy for Stratford Circus and TRSE, to maximise ancillary income
- Oversee all hires, ensuring that contracts are in place, and working with the Front of House & Events Manager to ensure all events run smoothly
- Meet annual hires targets
- Build relationships with current and potential clients and develop new business leads
- Ensure all hires/events are effectively managed and that clients receive the highest standards of customer care
- Work with the Planning Manager ensuring that the Room Booking System is up-to-date

Health and Safety

- Primary responsibility for the management of Health & Safety across the organisation and its activity - in conjunction with the Building & Facilities Manager and Head of Production, to ensure compliance and

best practice in respect of Health & Safety legislation and licensing requirements

- Oversee the Building & Facilities Manager ensuring the continued monitoring and review of risk assessment procedures for the organisation
- Oversee the Building & Facilities Manager to ensure fire training for all staff and that regular fire drills take place
- Support the Operations team to ensure that the building is fully staffed during opening hours to ensure the health and safety of staff and visitors
- Ensure the correct number of staff are adequately trained in First Aid at all times
- Chair the Health & Safety Committee, take the lead on Health & Safety designations and draw up and maintain policies and procedures (e.g. emergency incident plans, fire safety etc) alongside the Building & Facilities Manager
- Be a Designated Safe Guarding Lead, working with the Head of Learning & Participation to respond to any incidents.

Environment

- Lead on ensuring there is a green agenda in the operation of the organisation – including chairing the Green Committee, updating and overseeing the implementation of the environmental policy and action plan, supporting the Building & Facilities Manager in implementing greener building technologies

- Ensure that legal and statutory requirements are met (e.g. DEC certificate) and oversee collation of data to report on our environmental credentials
- Support changes in behaviour and equipment to contribute towards improving our carbon footprint

Bars and Catering

- Work with the Bar Manager to develop a catering strategy and business plan which enables TRSE to increase the turnover and financial contribution of our catering activities
- Develop an offer which meets the needs of a wide range of existing audiences and maximise income from non theatre audiences
- Be the lead point of contact for external catering partners

Visitor Services

- Oversee the management of the Operations team to ensure quality, efficiency, excellent customer service and consistent application of procedures
- Ensure that everyone who visits TRSE, including audiences, young people, and the general public are given an exceptional level of customer service
- Ensure the growth of net income from Front of House and online sales of merchandise and retail items
- Oversee the customer services/complaints process for the TRSE, in conjunction with the Head of Marketing & Sales, acting as a senior lead for decisions and responses

- Work with the Agent for Change to continuously assess access and inclusion arrangements at Stratford East
- Work with the Executive Director and senior colleagues to ensure that the TRSE's public and event spaces are welcoming, fit for purpose, and support the success of the TRSE's commercial strategies

PERSON SPECIFICATION

	Essential	Desirable
Experience and knowledge		
Experience of operational leadership in a theatre or cultural environment	X	
Financially astute with substantial experience of budget management, and achieving commercial income targets	X	
Experience of developing a commercial offer (for example in food and beverage, hires, events etc)	X	
Experience of working in or overseeing catering provision	X	
Experience leading on customer service delivery	X	
Detailed knowledge of Health and Safety legislation including Health and safety training		X
Knowledge of IT systems		

Experience of overseeing building maintenance and capital work		X
Knowledge of licencing provisions		X
Skills		
Excellent people management skills including building and leading teams	X	
Strong analytical skills, with good attention to forward planning and achieving strategic objectives combined with proven capacity to manage and implement procedures	X	
Ability to work effectively under pressure and remain calm at all times	X	
Excellent organisational and project management skills, with the ability to manage a busy workload and deliver to deadlines	X	
Excellent communication skills	X	
High degree of computer literacy	X	
Personal attributes		
Entrepreneurial spirit with an ambitious and motivated mind-set	X	
Resourceful attitude to problem solving	X	

Demonstrable commitment to accessibility	X	
Flexible approach to duties and working hours	X	
Demonstrable commitment to making the workforce more representative of the local area	X	
Desirable Training		
First Aid		
Personal licence holder		

INFORMATION

Contract type: Full time and permanent

Salary: £40,000 - £45,000, dependent on experience

Hours of Work: 40 hours per week

Usual office hours are Monday to Friday 10am to 6pm, with evening/weekend on average 2-4 times a month, for which an informal TOIL system is in operation.

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

Probation: 6 months

Notice Period: 3 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, Employee Assistance Programme (support and advice via phone and online for on various matters including legal, debt, counselling etc.)

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.

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