

June 2022

Thank you for your interest in the post of Venue Manager.

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:
- [Click here](#) 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 **Midday on Monday 11th July 2022. Applications received after midday on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **Wednesday 20th July 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.

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: | Venue Manager |
| Reporting to: | Operations Director |
| Responsible for: | Welcome Assistants |
| Key Working Relationships: | Building Duty Managers, FOH & Events Manager, Technical Manager, Building & Facilities Manager Planning Manager |

MAIN PURPOSE OF THE POST

To oversee the smooth running of Stratford Youth Zone, ensuring that it provides a welcoming space for artists and young people, and that it is safely staffed and maintained to the highest possible standard. To drive the hiring of the space, ensuring that income targets are met, and to ensure that the contract with the London Borough of Newham is fulfilled.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Oversee the smooth running of SYZ

- Review the daily SYZ DM reports, ensuring all issues are followed up on by the correct member of staff
- Be the main point of contact for SYZ Skedda, ensuring that it is maintained to a high standard and information is up to date
- Rota the Welcome Assistants and work with the FOH & Events Manager to provide additional cover where needed
- Ensure that the Head BDM and FoH & Events Manager have the right information about building opening hours to rota correctly
- Check weekly rotas to ensure staffing is adequate for need
- Work with the Welcome Assistants to ensure that the building is welcoming, tidy and all visitors are looked after
- Work with the DMs and B&F team to ensure the security of the building

Hires

- Manage the hires inbox
- Set up processes for hire enquiries, bookings and confirmations
- Ensure all hire enquiries relating to SYZ are replied to in a timely and efficient manner
- Maintain all space hire data into Skedda
- Liaise with finance to ensure all bookings are invoiced and payment is received in a timely manner
- Work with the Building Duty Manager Team, Technical Manager and FOH & Events Manager to service hirers, and support set up

- Work with the FOH & Event Manager and Production team to ensure hires are staffed at the appropriate level
- Work with marketing to ensure that hires are being widely marketed
- Ensure that risk assessments and Event sheets have been received and shared with relevant staff in a timely manner

Duty Management

- Provide cover to the front desk where needed
- Ensure that DMs and Welcome desk are fully updated on all information to allow them to perform their roles to the highest standard
- Act as a Duty Manager and keyholder where needed
- Work effectively to resolve any issues brought to your attention, including customer complaints
- Keep up to date with knowledge the activities taking place in the building

Contract Delivery

- Support the Project Manager in the delivery of the LBN contract
- Work with the Operations Director and Project Manager to supply all information to LBN as needed
- Attend and minute the weekly SYZ Operations meeting, working with LBN to ensure the smooth running on the building
- Work with the LBN Asset Management team to ensure building maintenance issues are reported

Other

- Be an active member of the Health and Safety Committee
- 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

PERSON SPECIFICATION

| | Essential | Desirable |
|--|-----------|-----------|
| Experience and Knowledge | | |
| Experience of managing a team of casual and/or permanent staff | X | |
| Experience of venue or space management | X | |
| Experience of using rota or scheduling software | X | |
| Experience of managing hires and working to an income target | X | |

| | | |
|--|---|---|
| Strong knowledge of H&S processes including fire evacuation | X | |
| Knowledge of theatre lighting and sound operation | | X |
| Experience of working with a local council | | X |
| Knowledge of safeguarding processes | | X |
| Skills | | |
| Fully computer literate including a good working knowledge of Microsoft Office | X | |
| Demonstrably strong administration and organisational skills | X | |
| Strong attention to detail | X | |
| Excellent time management skills | X | |
| Proven numerical skills, including budget management | X | |
| Personal Attributes | | |
| Personable and able to communicate effectively with a wider range of people | X | |
| Proactive and flexible, with a can do approach | X | |
| Demonstrable alignment with Theatre Royal Stratford East's core culture and values | X | |

| | | |
|--|--|---|
| Passion & enthusiasm for theatre and the arts, and for working with young people | | X |
| Qualifications | | |
| 1 st Aider | | X |

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.

Contract type: Full time, fixed term to 31 August 2023

Salary: £30,000 - £32,000 per annum

Hours of Work: 40 hours a week
Usual office hours are Monday to Friday 10am to 6pm, with occasional weekend and evening shifts for which an informal TOIL system is in operation.

Holidays: 30 days per annum including bank holidays.

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

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.

End of document.