

March 2023

Thank you for your interest in the post of Administrator and Personal Assistant to the Artistic 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/administrator-and-personal-28440> 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 20 March.**

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

It is intended that initial interviews will take place on **Wednesday 29 March** and second round interviews on **Monday 03 April.**

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 is here to make truly great theatre in an atmosphere that welcomes all, with extraordinary shows that are affordable by all in the beating heart of East London.

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. Our current season includes a revival of Anthony Neilson's acclaimed *The Wonderful World of Dissocia*, our annual pantomime, *Village Idiot*, a new play from Samson Hawkins, and a UK premiere for Dave Harris' *Tambo and Bones*. Alongside this we have a visiting programme of work including productions from Sheffield Theatres, Thick Skin and National Youth Theatre.

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.

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: Administrator and Personal Assistant to the Artistic Director

Reporting to: Planning Manager

Key Working Relationships: Artistic Director, Operations Director, Executive Assistant and HR Officer, Artistic team

MAIN PURPOSE OF THE POST

The Administrator and Personal Assistant to the Artistic Director acts as PA to the Artistic Director/CEO. The post holder is responsible for providing high quality, seamless professional administrative support to the Artistic Director to enable them to meet their operational needs and business objectives. They will work closely with the Artistic team, providing support on events and projects.

They will also be responsible for some administrative tasks within the whole organisation.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Communication and Diary Management

- Act as the Artistic Director's first point of contact, establishing strong working relationships and effective communication across all teams within Stratford East and external, often dealing with sensitive information knowledgeably and professionally
- Manage the Artistic Director's diary proactively, prioritising meetings, anticipating work commitments, scheduling and allocating appointments, and booking rooms or setting up zoom links and meeting and greeting visitors
- Establish and maintain an effective network of contacts both internal and external to Stratford East
- Co-ordinate with members of the Senior Management Team to prioritise the Artistic Director's effective and efficient engagement in Development, Marketing, Production, Learning & Participation and other necessary activities across the organisation
- Liaise with the Deputy Producer on programming, production, casting and script reading requirements for the Artistic Director
- Act as a public face for Stratford East, communicating with actors, agents, industry professionals, guests, audiences, media and other interested parties; acting professionally and

responsibly without bringing the Stratford East name into disrepute

- Regularly update the Artistic Director on all commitments and required actions, advising of any changes to ensure focus on core responsibilities
- Work closely with the Executive Assistant and HR Officer, to ensure diary and information sharing between the Executive Director and Artistic Director

Artistic Administration

- Co-ordinating meetings, liaising with contacts and ensuring rooms booked and are set up
- Making any necessary arrangements for accommodation, travel and ticket and restaurant bookings
- Manage the Artistic Director's email inbox; planning, organising and prioritising emails, redirecting and taking action as appropriate including drafting suitable responses on their behalf within agreed parameters
- Maintain a detailed and accurate address book of all the Artistic Director's contacts
- Prepare correspondence for the Artistic Director and undertake other administrative tasks including, photocopying, filing, post, PR and research etc
- Working with the Deputy Producer to update and manage the press night invite list, sending out invitations, collating RSVPs and liaising with the box office manager on the seating plan
- Oversee the arrangements for press night, including the press night party and press night gifts and cards
- Oversee the guest list and set up for stakeholder nights

- Support the Artistic team in the delivery of one-off projects and events
- Liaise with SOLT to ensure submissions for awards are submitted and tickets required held via Box Office
- Process expenses for the Artistic Director in a timely manner
- Create POs and credit card reconciliations where appropriate
- Minute Artistic Team meetings, circulating and keeping track of action points

General Administration

- Answer calls on the main administration line and respond, or escalate, where appropriate
- Deal with enquiries sent to the 'general enquiries' email account and respond, or escalate, where appropriate
- Sort and distribute incoming and outgoing mail on a daily basis
- Order stationery items for staff members across the organisation, and manage the stationery budget
- Liaise with the Marketing department regarding company stationery (headed paper / comp slips / business cards), keeping records of money spent
- Order tea, coffee, sugar and supplies for the green room/ kitchens
- Maintain the photocopier / printers / franking machine – ordering supplies and reporting problems to the Building Facilities Manager and / or machine supplier
- Minute All Staff Ops, and other general staff meetings where needed

- Maintain and update the staff notice board
- Support the delivery of board and staff away days and team tea times
- Manage all electronic and paper-based filing and archiving systems in an efficient and accurate manner
- Provide general administrative support as required, including covering for other staff absences, setting up rooms, meeting and greeting visitors, POs for general admin
- Cover for the Executive Assistant & HR Officer

General

- Effectively handle any problems/issues/concerns and anticipate, prevent, identify and solve situations as necessary
- Remain aware of work pressures on the Executive and Senior Management Teams and artistic colleagues and proactively offer to assist where workload allows
- Attend press nights and other events as appropriate
- Maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of Stratford East
- To be familiar with and abide by all Stratford East Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- To undertake any other duties as appropriate to the post.

PERSON SPECIFICATION

	Essential	Desirable
Experience and Knowledge		
Experience in an assistant or PA role, preferably with Theatre or Arts experience	X	
Experience of managing small projects or events	X	
Experience of diary management	X	
Experience of using Spektrix, or another box office system		X
Knowledge of who is working in the theatre industry and an awareness of artists Stratford East is likely to work with		X
Skills		
Fully computer literate including a good working knowledge of Microsoft Office	X	
Numeracy and confident with basic financial administration	X	
Excellent administration and organisational skills	X	
Excellent time management and prioritisation skills	X	
Personal Attributes		
Discreet and tactful, especially when handling sensitive or confidential information	X	

Personable and able to communicate effectively with a wide range of people	X	
A professional manner on the phone, in person and in email/writing	X	
Proactive and flexible, with a can do approach	X	
Resilient, calm and deliberate under stress	X	
Passion & enthusiasm for theatre and the arts	X	
Demonstrable alignment with Theatre Royal Stratford East's core culture and values	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, permanent
Salary:	£27,000 per annum
Hours of Work:	40 hours per week, generally 10am to 6pm, Monday to Friday, with occasional evening/weekend work required 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. Holiday is pro rata for part time roles.
Probation:	6 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.)

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