

THE OLD VIC

Job Description

Assistant Theatre Administrator

Department/Team	Theatre Management
Hours	Usual working hours are Monday–Friday, 10am–6pm with some occasional out of hours work (e.g. evenings and weekends)
Location	The Old Vic, The Cut, London, SE1 8NB
Salary	Up to £23,000 per annum
Duration	Full time permanent position
Responsible to	Theatre Administrator

The Old Vic

The Old Vic is an independent not-for-profit theatre, a world leader in creativity and entertainment.

For 200 years, The Old Vic has been one of London's most diverse venues; it can be transformed into a theatre in the round, a space for music and comedy, has played host to opera, dance, cinema, music hall, classical dramas, variety, clowns, big spectacles and novelty acts. It was the original home of the English National Opera, the Sadler's Wells dance company and the National Theatre. It's also been a tavern, a college, a coffee house, a lecture hall and a meeting place.

All of this is now in the bones of the building and is as important a part of its open-armed, inclusive, welcoming personality as its grand historic decor and the iconic performances and famous productions it has housed.

Today, Artistic Director Matthew Warchus is building on 200 years of creative adventure, with The Old Vic recently being hailed as London's most eclectic and frequently electrifying theatre. Under his leadership, we aim to be a surprising, unpredictable, ground-breaking, rule-breaking, independent beacon of accessible, uplifting and unintimidating art.

We hold the belief that theatre needs to be cherished, supported and shared with as many people as possible. Our productions are diverse, adventurous, new, exciting. Our education and talent programmes allow students to explore and artists of tomorrow to create.

The Old Vic is a charity but doesn't receive any public subsidy, which means that we don't get regular financial help from the local authority or the Arts Council. Every penny we need to produce the work on stage, support our projects with young people and the community and even keep our lights on, we have to raise ourselves. We do this largely through ticket sales but in addition to that we still have to raise more than £3.6 million a year to ensure our famous building remains one of the most vibrant and vital theatres in the world and an indispensable part of London's cultural landscape.

The team

The Theatre Management team is responsible for all non-production related aspects of the Theatre - including front of house and bar operations, facilities, health and safety, access and sustainability. The team includes the Director of Operations & External Relationships, Director of Theatre Management & Customer Experience, Front of House Manager, Facilities Manager, Assistant Facilities Manager, Stage Door Manager, Theatre Administrator, Assistant Theatre Administrator, Stage Door Keeper, Assistant FOH Manager, FOH Duty Managers, Duty Bar Managers, FOH Supervisors, Ushers and Bar Staff.

The post holder reports to the Theatre Administrator. By the nature of the post, s/he will work with all departments of The Old Vic Group.

Purpose of job

The Assistant Theatre Administrator will be responsible for providing first class administration and support to the Theatre Management team, and specifically the Theatre Administrator.

Areas of responsibility

Theatre Operations Support

- Assisting with updating Artifax (the use-of-space calendar), and ensuring that it is accurate at all times, under the supervision of the Theatre Administrator.
- Supporting the Theatre Administrator with compiling the FOH staff rota, updating the online rota (Find My Shift), and liaising with staff via email and phone as necessary.
- Providing Stage Door cover as and when necessary.
- Organising the Stage Door Openers rota and appropriate cover for Stage Door when necessary.
- Liaising with all departments in regards to their set up needs for meetings, ensuring all parties involved are aware of duties e.g. catering.
- General assistance as necessary.

General Administration

- Liaising with other internal departments regarding their stationery and office furniture needs, and placing orders as necessary.
- Assisting the Theatre Administrator with the off-site archive storage and keeping an accurate record of all archived material.
- Overseeing the maintenance and upkeep of the franking machine and photocopier, and troubleshooting as necessary.
- Managing the department's ingoing and outgoing mail, including assisting other departments with franking as necessary, and keeping the post area safe and tidy.
- Responding to general public enquiries by phone and email.
- Generating purchase orders via The Old Vic's accounting system (SAGE) as requested by the Theatre Administrator.
- Assisting with compiling, editing and distributing the monthly Staff Newsletter.
- Any other administration support as required by the Theatre Management team.

Events

- Leading on The Old Vic's internal events from a Front of House perspective including booking Front of House staff, creating Event Briefing Sheets and briefing staff. Overseeing the set up.

Feedback

- Managing the Feedback inbox and responding to complaints sent into the theatre from the public, under the guidance of the Theatre Administrator.

HR Administration

- Producing Staff Access Passes, as directed by the Theatre Administrator.
- Assisting with HR paperwork and updating records for OVSC staff as required (including producing contracts, letters, and new joiner/leaver administration).
- Supporting the Theatre Administrator with OVSC & Trust Weekly payroll as and when necessary.
- Assisting with Pensions Auto-Enrolment administration as required.

Health, Safety & Environment

- Attending and keeping minutes of HSE Committee Meetings.
- Organising and servicing the monthly HSE Committee meeting and any other related meetings that may be required including taking minutes circulating them as appropriate.
- Acting as the Fire Marshall for the Theatre Management team, when Theatre Administrator is not present, with responsibility for clearing the back of house offices during an emergency evacuation.

- Ordering first aid supplies and ensuring all first aid boxes throughout the building are kept well stocked.

Access

- Assisting the Front of House Manager with the provision of Access performances when necessary (including producing braille and large print programmes as necessary).
- Any other Access administration as required.

Hires

- Assisting the Theatre Administrator with Hires administration as necessary (including drafting Hires contracts, and financial administration such as creating invoices).

General

- Promoting and complying with current legislation and The Old Vic policies on Diversity, Sustainability, and Health & Safety both in the delivery of services and the treatment of others.
- Undertaking any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Old Vic.

This is not an exhaustive list of duties and the Theatre's management may, at any time, allocate other tasks which are of a similar nature or level.

PERSON SPECIFICATION

The post holder must be able to demonstrate the following:

Essential

- Experience of working within an arts environment.
- Aspirations of a career in Arts Management.
- Excellent organisation skills as well as written and verbal communication skills.
- Acute attention to detail.
- A proven ability to provide a high level of customer service in an often highly pressurised environment.
- A proven ability to work as part of a team.
- Ability to work well under pressure and time constraints.
- IT literacy, with good experience of the Microsoft Office suite and Excel in particular. (Training will be given on software programmes as required.)
- Ability to work to deadlines, prioritise tasks, and to ask for help when necessary.

Desirable

- Previous experience of complaint handling.
- Previous experience of diary management.
- Previous experience events management.

The Old Vic is an equal opportunities employer. We welcome and encourage applicants from all backgrounds to apply.