

# JOB DESCRIPTION

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| <b>Job Title:</b>      | <b>Administrator</b>                                     |
| <b>Responsible to:</b> | Theatre Director   |
| <b>Place of Work:</b>  | New Theatre Peterborough                                 |
| <b>Hours of Work:</b>  | 40 hours a week may; include some evenings and weekends. |
| <b>Salary:</b>         | £19,500  |
| <b>Contract:</b>       | Permanent Contract                                       |
| <b>Pension:</b>        | Company Pension Scheme available                         |
| <b>Probation:</b>      | 6 months   |
| <b>Start Date:</b>     | ASAP   |

Selladoor Venues operates the New Theatre Peterborough, as well as the Queen's Theatre in Barnstaple and The Landmark in Ilfracombe. As a newly re-launched venue, building processes, policies and infrastructure will be a large part of this new role, setting the venue on the right path for smooth operations. This position will enjoy the responsibility of implementing and developing communication pathways and methods for all departments within the venue.

Our customers come first at all times and this includes ticket-holders, community users, visiting production companies and contractors. The role of Administrator will be to assist the venue teams in coordinating the multi-faceted spaces whilst offering excellent customer service to all stakeholders.

Exceptional organisational skills are required and the ability to remain calm and methodical under pressure. This position also depends upon superb interpersonal skills and experience in people management. Supporting the senior management team in achieving financial and service targets, this is a pivotal role for the entire business.

## **Key Responsibilities**

### **Operations**

- Generally support the Theatre Director and other Senior Managers in the efficient running of the theatre.
- Manage the supply of all office requirements, via suppliers and contractors, including stationery, furniture, office equipment and IT co-ordination.
- Co-ordinate and manage all visitors in the building/s; including production companies, contractors/suppliers, and all other visitors.
- Drive the venue team in their implementation and improvement of all Company procedures and policies.
- Working with the Theatre Director, maintain customer service standards that, when met, will guarantee the delivery of excellence in all aspects of customer service.
- Respond to all customer enquiries, feedback or complaints in a professional manner, representing the Company appropriately.
- Maintain the venue's diary.
- Manage the theatre's main petty cash float, and, as required, check venue safe/s are correct.
- Ensure all departments are using the appropriate templates for letter writing, emails, signage and forms.
- Attend and contribute to meetings as required, preparing agendas, managing AV requirements, catering, minute taking, observing confidentiality and arranging follow up communications.
- Take ownership of all day to day administration duties.
- Provide general administrative support to all departments, including meeting clients, diary management, creating templates and filing documents.

### **Employee Management**

- Assist the Theatre Director with recruitment, interview processes and through the induction and training process;
- Manage the distribution and collection of employment contracts and associated documents, ensuring legal and moral obligations are fulfilled;
- Working with the Theatre Director, input into the creation of thorough training programmes and implement within teams, keeping accurate training records;
- Distribute and ensure the understanding of all company policies and procedures;
- Co-ordinate and submit all required payroll information accurately as per requirements, including timesheets, overtime calculations, expenses and changes to salary;
- Provide general HR support and advice to all departments, with the support of the Company's Head of People.

**Finance**

- Contribute to the preparation of annual budgets and forecasts.
- Review and scrutinise management accounts prior to their publication, ensuring accuracy and that an informative commentary is supplied where requested.
- Prepare and accurately calculate the venue's performance settlements, invoices and charges to submit to producers and hirers.
- Co-ordinate shows advances as required.
- Support the Theatre Director in the interrogation of financial reports, producing appropriate commentary, in order to analyse and improve business planning;
- Be accountable for specific budget lines as required.

**Other**

- Maintain a positive and professional working relationship with all suppliers, ensuring best quality products, best value for money.
- Assist the Theatre Director in guiding the business so that it becomes eligible for membership of appropriate trade associations.
- Make outbound sales calls as and when required, to promote the business and enhance sales.
- Understand the ticketing system and, when required, support the Box Office team with sales.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities. In consultation and agreement with you, this Job Description may also be amended at any time.

Please visit our website [selladoor.com/about/jobs](https://selladoor.com/about/jobs) to apply.

Closing date: Friday 13<sup>th</sup> of September at 5pm.