

JOB DESCRIPTION

Job Title:	Theatre Director
Responsible to:	Director of Venues
Place of Work:	Equally – Queens Theatre, Barnstaple & The Landmark, Ilfracombe. North Devon.
Hours of Work:	40 hours a week, including some evenings and weekends.
Salary:	Competitive
Contract:	Permanent Contract
Pension:	Company Pension Scheme available
Probation:	6 months
Start Date:	April 1 st 2019.

The Theatre Director of the Queens & Landmark Theatres will be the principal leader, with the opportunity to drive and take personal accountability for the entire range of activities; from programming and hospitality to meeting business targets, health & safety and facilities management. The Theatre Director will ensure that the audiences and visiting companies experience first class customer service and enjoy a fantastic experience that will bring them back time and again.

Selladoor Venues believe that the best way for a theatre to thrive is by being autonomous, and this post will enjoy full ownership of the operations in North Devon. The Theatre Director will have the support of Head Office corporate functions and will be largely occupied in making the venue as successful as it can possibly be.

Initially this post will work closely with the Director of Venues (and others as appropriate) in the mobilisation of this new contract. Duties will include, but not limited to:

- Development and testing of venue policies, operational and emergency plans, operational processes;
- Recruitment of a first class venue team – managing training programmes;
- Ensure all required uniforms, safety equipment and other materials/equipment are in place on a timely basis;
- Design, management and launch of all capital/refurbishment projects;
- Be the key contact for all local stakeholders and represent Selladoor Venues in the local communities;
- Working with Selladoor Worldwide and the Director of Venues, build a world class opening season of entertainment and hospitality events, open days and engagement activities including a high profile venue launch.

Key Responsibilities

Programme

- Working closely with Selladoor Worldwide and the wider industry to build and professionally present a diverse and high quality year round programme;
- Negotiation of show deals, ensuring that business targets are met without compromising the quality of the programme;
- On an on-going basis and with Selladoor Worldwide and the Director of Venues, suggest changes to the programme mix so that the programme reflects local tastes and appetite;
- Driving local community and not-for-profit user's engagement and use of the venue.

Hospitality

- Lead the venues in the full integration of the hospitality offer and programme of events into the day-to-day running;
- Responsibility for the smooth operation and profit maximisation of all point of sale locations.
- Champion an ethos of world class customer service across all elements of the operation, both back and front of house, and in all communications to our customers;
- Programme an ideal number of dining based entertainment events throughout the calendar, and other seasonal events so as to maximise the profitability of the events programme.

Financial

- Adopting full responsibility for the financial and operational performance of the theatre, making sure agreed business targets and KPIs are met or exceeded;
- Responsible for the integrity and authorisation of all theatre expenditure
- Working with the Director of Venues, construct draft annual budgets, including a library of KPIs ready for submission to Selladoor Worldwide for agreement;
- Scrutiny of monthly management accounts, investigating all material variances, and providing a commentary on each month's results.

Operational Excellence

- Working with the Director of Venues and your local teams, devise a suite of procedures which will make sure the venue is run in a manner which is both safe and efficient whilst meeting all business and financial targets;
- Devise and review a Theatre Operations Manual for each site detailing all operational procedures across the venue. These will include at least;
- Manage the effective maintenance of all aspects of the theatre's structure, infrastructure, plant, technical, catering and other equipment so that the venue is absolutely compliant at all times to legislative, manufacturer's and company requirements and recommendations.

Marketing

- Oversee and manage the effective marketing of the venue, the venue's programme of events, its food and drink offer and all other aspects of the operation and Selladoor's operations as appropriate;
- In partnership with Selladoor, ensure that the theatre's branding is honoured and used effectively at all times;
- Ensure all campaigns are well thought out, appropriately resourced and developed with the agreement and involvement of our clients.

People

- Be the theatre's leader: the go-to person for all customers, staffing teams and local stakeholders - creating a motivating, positive and happy working environment at all times;
- Lead the team in a professional and customer-centric manner, leading by example, so that your teams are acting and presented professionally at all times;
- Embed an ethos of excellence in customer service across every aspect of the venue's operations.

Relationships

- Be the "face" of the theatre in the local area/s and throughout the industry;
- Establish and nurture positive working relationships with local stakeholder groups and key industry contacts;
- Be an enthusiastic advocate of Selladoor Worldwide and its umbrella companies' work.