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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Theatre Administrator (Maternity Cover) |
| **Reports to** | Laura James, Theatre Director |
| **Responsible for** | To assist the Theatre Director with a range of general administrative duties, and work alongside departments to create contracts, settlements and handle personnel files. |
| **Hours** | Monday to Friday- 40 hour weeks. Some evenings and weekends may be required. |
| **Contract** | 12 months (Fixed term) |
| **Annual Leave** | 33 days per annum, inclusive of Public bank holidays |
| **Salary** | £31,500 (depending on skills and experience) |
| **Location** | Swindon, with occasional travel |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

The role of Venue Administrator is integral to the smooth operation of the venues, as they handle a significant amount of the documentation and day to day office tasks. We are looking for an individual who is flexible and capable of responding to the demands of two exciting venues. Completing the administration responsibilities successfully, requires the ability to keep accurate records, a keen eye for detail and excellent time-management. The role does require

handling of sensitive, personal data so an understanding of GDPR and professional discretion would also be necessary. We are looking for an individual who can prioritise and keep calm under pressure, as well as being an excellent communicator.

The postholder is responsible for:

**Administration**

* Responsibility for disseminating information on HR policy and procedures, as required by the Theatre Director, as well as maintenance of HR files (holiday and sickness records for all staff), new employee offer letters and contracts, and managing the induction process for all new starters at Swindon Theatres.
* Under guidance of the payroll department, maintain and submit all required payroll information, ensuring all venue staff are paid accurately and on time.
* In liaison with the Company’s HR team, provide generalist HR support and employee relations advice to the Theatre Director and line managers in respect of managing work performance, disciplinary, grievance and any other employment-related issues as and when they arise.
* With the aim of sourcing, recruiting and retaining the best talent, support recruiting managers, as and when required on staff engagement, including advertising, references and right to work checks, ensuring legislative procedures are adhered to.
* Production and dissemination of accurate and timely minutes of all meetings, as required.
* Provide general administrative support to the Theatre Director and senior management team as required.
* Accurate and timely creation of contracts, on sale sheets, deposit invoices, hire fee balance invoices and final settlements for shows and events; their timely despatch, and ensuring their prompt return by producers / promoters as appropriate.
* Prompt, comprehensive and accurate preparation and dissemination of financial and sales related data, including (but not limited to) daily ticket and sales reports, sales trackers and advance sales reports to producers / promoters.
* Oversee, co-ordinate and steer the accurate and timely production and processing of timesheets, overtime and other expense claims, ensuring appropriate authorisation in accordance with Company policy.
* Control of Administration Department budget lines, including Training, Office Equipment, Postage, Uniforms etc. and monitoring the use of the company credit card, authorising spend and monthly reconciliation.
* Maintain and keep up to date electronic and manual personnel records for all venue staff in line with Company guidance and data protection legislation.
* On a quarterly basis, prepare and gather information from appropriate managers required to report to Swindon Borough Council.

**Programme co-ordination**

* Accurately and efficiently prepare, disseminate and monitor the return of show contracts, advances, settlements and ancillary correspondence, as appropriate.
* Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers and hirers, enabling continuing programme liaison in the absence of the Theatre Director.
* Accurately maintain the venue’s electronic show diary (Artifax).

**Health & Safety**

* Coordinate the training provision and the maintenance of staff training records and the Health and Safety Portal, in liaison with the Senior Management Team.
* Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
* Ensure Display Screen Equipment assessments are undertaken at least annually and that identified actions and reasonable adjustments are followed through, in liaison with line managers and the Theatre Director.

**Recruitment, Training and Development**

* Undertake training and development relevant to the successful execution of the job role.
* Assist and support managers in the effective planning and co-ordination of staff training, development and learning within the venue’s training budget limits.

**Other Responsibilities**

* Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
* Attend and note-take meetings as required.
* At all times, act as an ambassador for the venues and Trafalgar Theatres.

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. 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.

ABOUT YOU

We are looking for a diligent and creative professional with experience in Administration and preferably in the theatre, music or live-entertainment spaces. We would like a self-motivated, confident administrator.

You’ll be resilient, able to communicate clearly and be excellent at forming working relationships with others.

Theatre Administrator (Maternity Cover)

KEY Atributes

**Experience**

* Experience of managing office systems including personnel, diary, filing and information sharing systems.
* Experience administering effective staff recruitment and engagement.
* Proven experience of budget control and maintaining accurate financial records.

**Skills**

* Proven ability to effectively work in a very busy, pressurised and multi-tasking environment with outstanding organisational skills.
* Excellent communication skills and an excellent manner with “customers” of all kinds, including colleagues, artistes, production staff, and visitors to Swindon Theatres which is consistent with the venues’ Customer Service Standards.
* Literacy, numeracy and IT skills at levels appropriate for the successful performance of duties and responsibilities of the Post.
* The ability to communicate across multiple levels with sensitivity, discretion and confidentiality.

**Knowledge**

* An understanding of financial systems and an ability to work accurately with Excel spreadsheets.

**Attitude**

* Enthusiasm for the arts and entertainment sector.
* A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
* A ‘can-do’ attitude and a positive, flexible approach to the job role, work colleagues and peers.
* A presentable, professional and approachable manner which sets an example for others to follow.
* Willing to work flexible hours including evenings, weekends and Bank Holidays.

**Desirable**

* A working knowledge of Artifax and Audience View.
* Experience of working in an arts or events industry.
* A basic working knowledge of HR, employment law and legislation.
* Experience of administering accurate payroll reporting and/or systems.

PERFORMANCE MEASURES

* Informal 1-t0-1’s
* Annual Reviews

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.