

KEY INFORMATION

Role Title	Creative Learning Team Leader
Reports to	Creative Learning Manager
Responsible for	Direct responsibility of participant management, event and production coordination
Hours	Variable based on performance schedule
Contract	Zero Hour
Annual Leave	Pro Rata
Salary	£13.37ph
Location	Fareham Live

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

By leading and assisting the Creative learning events, productions and workshops drives profitability and meets financial and business objectives. You will champion exceptional customer service standards across all touchpoints, fostering smooth operations and consistent collaboration between departments. Upholding GDPR and safeguarding across all activities and administration tasks

ABOUT YOU

We are looking for an individual that can work as part of a team and individually to achieve excellent customer service and to deliver our values: creativity, collaboration, excellence, and respect.

JOB ROLE

Strategic

- To work under the direction of the Creative Learning Manager to deliver, support and lead on projects events and workshops, undertaking both face to face work with participants and customers and the organisation and administration of these activities

Operations

- To work with the Creative Learning manager to facilitate safe and robust procedures when working with young people, following the company's safeguarding policies, training and executing the appropriate SOPs and SSOW
- To hold professional and supportive boundaries with participants across all ages
- To deliver admin tasks and communicate professionally with third party partners and freelancers
- To gather and create content for the Venue Marketing Executive to increase participation and participation/ticket sales

Finance Management

- Adopt a proactive approach to maintenance and repair of equipment, liaising with the Technical Team and external contractors where appropriate.
- Ensure Trafalgar security policies and financial procedures are adhered to.
- To work with the customer experience team to follow up on all payment processes
- To assist with information needed for on sales

Participant Service Standards

- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Create and sustain positive cross-departmental working relationships, ensuring effective communication and support.
- Actively lead all key services ensuring the participant experience is positive. Maintain a constant management presence throughout key times and proactively drive each Creative Learning activity through excellent leadership.

Health & Safety

- Ensure all operations adhere to relevant legislation, licensing conditions and Health and Safety Regulations.
- To assist in the emergency evacuation of the building and to act in accordance with building policy procedures.
- To assist the Duty Manager in ensuring the health & safety of the public during all Creative Learning activities.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- Ensure effective communication across all departments.
- Carry out any other duties as appropriate to the post.

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.

PERSON SPECIFICATION

To be considered for this post you will need to evidence and demonstrate:

Experience

- Experience of working with people from the ages 0-99 in a community capacity
- Proven experience of working independently and as part of a team in a community setting
- Understanding and training in safeguarding up to and including performance licensing

Skills

- Literacy, computer literacy (including proficiency in Microsoft Office), and numeracy appropriate to the requirements of the post.
- Excellent interpersonal and communication skills.
- Good organisational and planning skills.
- Ability to work calmly and effectively in a fast-paced hospitality environment.
- Affective and strong communication skills

Knowledge

- Knowledge of problem solving with a positive and pro-active approach.

Attitude

- 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, Bank Holidays and Christmas.
- Highly presentable.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Ambition and drive with the ability to learn quickly.
- A pro-active and positive approach to solving problems in a prompt and independent manner.

Desirable

- An interest in live theatre and the arts.

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.