



Kenneth More Theatre

Theatre Manager

Job Description and Person Specification

Job Description

Job Title:	Theatre Manager
Service Area:	Arts, Culture & Libraries
Function:	Theatre Team
Post number:	
Grade:	VR6
Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	40
Base location:	Kenneth More Theatre (KMT), with working at Redbridge Drama Centre (RDC) as required
Reports to: <i>Job title</i>	Head of Theatre
Responsible for: <i>Job titles of direct reports</i>	Front of House Assistants, Volunteers
Role purpose and role dimensions: <i>Overview of the job</i>	<ul style="list-style-type: none"> • Support the Head of Theatre with financial control and monitoring of the KMT, including stock control, inventory and purchasing • Developing, maintaining and maximising the use of the KMT's physical, technical, and artistic resources. • Support the Head of Theatre and Creative Development Manager to deliver the Theatre's strategic aims and objectives • Support the development of the Theatre programme in both the main auditorium and secondary spaces • Responsible for smooth operation of all aspects Box Office, Front of House and administration, including the management and co-ordination of Front of House staff and volunteers. • Responsible for staff rota to cover box office and Front of House, ensure adequate breaks and training • Act as Duty Manager/Front of House duty manager when required • Responsible for developing new income streams and maximising revenue from the Theatre outside the production schedule, including hire, private events and functions • Responsible for administration of KMT Health and Safety policies, routine building maintenance and cleaning • Responsible for the overall visitor experience to the KMT • Work with the RDC/KMT Marketing Manager to ensure shows are effectively promoted • Act as keyholder and duty manager

<p>Key external contacts: <i>Organisations</i></p>	<ul style="list-style-type: none"> • Theatre companies • Freelance designers • External businesses and other organisations • Professional peer groups in comparable organisations. • Visitors and audience members
<p>Key internal contacts: <i>Job titles or groups of staff</i></p>	<ul style="list-style-type: none"> • Heads of service • Corporate Services; marketing, HR, Finance • Cultural Services colleagues • RDC/KMT Team
<p>Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i></p>	<ul style="list-style-type: none"> • Responsible for all box office and related takings through the box office till and online. • Bar and resources stock control • Responsible for safe contents
<p>Key areas for decision making:</p>	<ul style="list-style-type: none"> • Planning Box Office and FOH staffing with Casual staff • Financial monitoring and control under the direction of the Head of Theatre • Adherence and organisation of Health and safety Monitoring • Development of income streams and new initiatives
<p>Other considerations: <i>E.g. working patterns</i></p>	<p>Working patterns dependent upon business need, but will include long hours, late nights and weekend working to manage the Theatre's operations.</p> <p>Flexible working will be considered in consultation/agreement with direct line manager, although maintaining presence during core hours of business is important. This may result in working longer hours at certain times, with a TOIL system in place.</p>

<p>Key accountabilities and result areas:</p>	<p>Key elements:</p>
<p>Responsible for all finance control and monitoring of KMT</p>	<p>This will involve:</p> <ul style="list-style-type: none"> • Day to day settling of invoices, preparing invoices, liaising with Vision finance teams. • Preparation of accurate management accounts. • Close monitoring of budgets and informing Head of Theatre of any issues. • Preparing forecasts and budgets throughout the year.
<p>Developing, maintaining and maximising the use of KMT's physical, technical, and artistic resources</p>	<p>This may involve:</p> <ul style="list-style-type: none"> • Maximising theatre income. • Developing ancillary schemes eg Bar, theatre hire, refreshments and merchandise.

General accountabilities and responsibilities	
Green Statement	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Company commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Data Protection Act 2018 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles. ▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees’ access to and use of the Company databases and systems. Any breaches could result in disciplinary measures. ▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.
Conduct and Whistleblowing	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.
Safer Working	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Company will require a DBS check and references will be taken up prior to interview.
Equalities	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with the Company’s strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote all relevant policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.

<p>Customer Care</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services, ensuring Vision’s values and embraced and adopted
<p>Health and Safety</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.
<p>To contribute as an effective and collaborative member of the team</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ Taking responsibility for continuing self-development and participating in training and development activities. ▪ Participating in the ongoing development, implementation and monitoring of the service plans. ▪ Supporting and contributing to value for money, service efficiencies and improvements.
<p>Flexibility</p>	<p>This will involve:</p> <ul style="list-style-type: none"> ▪ The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.

Person Specification

Post Number:		Job Title:	Theatre Manager		
<i>Method of candidate assessment: A = Application form I = Interview T = Test.</i>					
	A	I	T		
Minimum education/ qualifications:	GCSE level qualifications in Maths and English Language			X	
Minimum experience/ knowledge/ skills:	Knowledge of using Microsoft Office applications			X	
	Experience of working in a Theatre or customer-focused business			X	
	Awareness of the theatre and creative arts sector, current trends			X	X X
	Experience of staff supervision or direct line management			X	X
Minimum competencies: <i>Customer focus</i>	Able to deal with a diverse range of customers and needs			X	X
	Able to understand customer's needs, offering assistance in and friendly manner			X	X
	Respond to issues to ensure long term solutions			X	X
	Has a professional and friendly approach to customer service and is able to present the Theatre and Vision RCL in such a manner, even when under pressure				X X
<i>Communicating effectively</i>	Checks understanding with others and clarifies as necessary			X	X
	Communicates professionally, clearly and succinctly			X	X X
<i>Building relationships, working together and in partnership</i>	Fits well in teams and understands how teams work and thrive				X
	Develops a good network of contacts at all level				X
	Supportive and helpful				X
	Balance personal objectives with those of the team				X
<i>Effective delivery</i>	Establishes and balances priorities to ensure delivery			X	X
	Organises own time effectively and able to manage work under pressure and to deadlines			X	X X
	Follows instructions, rules and policies				X

<i>Flexibility and outlook to change</i>	Flexible, adaptable and cooperative Responds quickly to changing priorities		X X	
Signature of Employee:	Name:	Date:		