

AT THE OLD VIC



RECRUITMENT PACK

Introduction

The Old Vic is London's independent not-for-profit theatre, a world leader in creativity and entertainment.

The Old Vic is mercurial: it can be transformed into a theatre in the round, a space for music and comedy, has played host to opera, dance, cinema, music hall, classical dramas, variety, clowns, big spectacles and novelty acts. It was the original home of the English National Opera, the Sadler's Wells dance company and the National Theatre. It's also been a tavern, a college, a coffee house, a lecture hall and a meeting place.

All of this is now in the bones of the building, and is as important a part of its open-armed, inclusive, welcoming personality as its grand historic decor and the iconic performances and famous productions it has housed.

Today, Artistic Director Matthew Warchus is building on 200 years of creative adventure, with The Old Vic recently being hailed as London's most eclectic and frequently electrifying theatre. Under his leadership, we aim to be a surprising, unpredictable, ground-breaking, rule-breaking, independent beacon of accessible, uplifting and unintimidating art.

We hold the belief that theatre needs to be cherished, supported and shared with as many people as possible. Our 1000 seats are yours from £10 a ticket. Our productions are diverse, adventurous, new, exciting. Our education and talent programmes allow students to explore, and artists of tomorrow to create. Our building is open and alive, day and night. Our theatre is yours.

So, whether you're looking for a comedy or new musical, a dramatic work or dance performance, a £10 preview, a late-night cocktail or a show you can watch together as a family, there is always something new to entertain at The Old Vic.

Our Culture at The Old Vic

There is a collective will to sustain an environment at The Old Vic that is safe, inclusive, welcoming and happy. We want our theatre to be a beacon of enlightenment, entertainment, engagement and empathy.

Our working culture at The Old Vic is open, proactive and collaborative. As an organisation, we prize creativity and the bravery to be led by that. We all bring passion and an entrepreneurial spirit to our roles.

Above all, The Old Vic is a values-led organisation. We have high standards and we operate with heart. We care very much about our audiences, our staff, the impact we have on societal and community issues, and about contributing a body of world-class work. We want to sustain and grow our theatre, but not by compromising our standards or values. Each day, we want people to be reminded of why they joined us, and the attraction, excitement and welcome they felt when they first arrived.

To maintain our values and workplace culture we created The Guardians Programme, in dialogue with our staff, which has now been adopted by more than 40 organisations across the UK. The Old Vic Guardians are a group of trained staff who offer a confidential outlet for colleagues to share concerns about behaviour or the culture at work. We additionally also hold annual sessions where staff can discuss what behavior is 'OK or Not OK' at The Old Vic and this is used to inform our [cultural statement](#).

Operations Administration Assistant

Job Description

Department/Team	Theatre Management
Hours	Monday–Friday, 10am–6pm with some occasional out of hours work e.g. evenings/weekends
Location	The Old Vic, The Cut, London, SE1 8NB
Salary	£24,000 per annum
Contract	Full time, Permanent
Responsible to	Operations Administration Manager

Purpose of job

The Operations Administration Assistant will be responsible for providing first class administration and support to the Theatre Management team, and specifically the Operations Administration Manager.

Areas of responsibility

Theatre Operations Support

- Supporting the Operations Administration & Payroll Advisor with the management and day-to-day running of the Front of House staff team rotas. Being the first point of contact for the Front of House team with regards to shift swaps and liaising with staff via email and phone as necessary.
- –Being the main point of contact for room bookings in Skedda (the use-of-space calendar), and ensuring that it is accurate at all times, under the supervision of the Operations Administration Manager.
- To be trained as a Stage Door Keeper to provide Stage Door Cover if/when necessary.
- Liaising with all departments regarding their set-up needs for meetings, ensuring all parties involved are aware of duties e.g. catering.
- General assistance as necessary.

General Administration

- Coordinating the off-site archive storage and keeping an accurate record of all archived material, including the destruction of material in line with GDPR.
- Overseeing the maintenance and upkeep of the franking machine and photocopier, and troubleshooting as necessary.
- Managing the department's ingoing and outgoing mail, including assisting other departments with franking as necessary, and keeping the post area safe and tidy.
- Assisting the Operations Administration & Payroll Advisor with responding to general public enquiries by phone and email.
- Generating purchase orders via The Old Vic's accounting system (SAGE) as requested by the Operations Administration Manager.
- Coordinating room bookings and desk availability across the Theatre.
- Any other administration support as required by the Theatre Management team.

Feedback & Enquiries

- Managing the Feedback and Enquiries inboxes; responding to complaints and information requests sent into the theatre from the public, under the guidance of the Operations Administration Manager.

HR Administration

- Assisting the Operations Administration & Payroll Advisor with maintaining HR paperwork and records for FOH staff, as required.
- Producing Staff Access Passes for all new starters, as directed by the Operations Administration Manager.

Health, Safety & Environment

- Attending and keeping minutes of H&S Meetings.
- Servicing the H&S Meetings and any other related meetings that may be required including taking minutes

and circulating them as appropriate.

- Organising H&S training either directly or via those department heads responsible for key areas.
- Maintaining up to date records of all H&S training, highlighting when renewals are due and reporting to the Operations Administration Manager when anything lapses.
- Disseminating H&S information, including policies and procedures, to the employees of The Old Vic.
- Acting as the Fire Marshall for the Theatre Management team, with responsibility for clearing the back of house offices and upstairs spaces during an emergency evacuation.

Access

- Assisting the Front of House Manager with the provision of Access performances when necessary (including producing braille and large print programmes as necessary).
- Any other Access administration as required.

General

- Promoting and complying with current legislation and The Old Vic policies on Diversity, Sustainability, and Health & Safety both in the delivery of services and the treatment of others.
- Undertaking any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of The Old Vic.

This is not an exhaustive list of duties and the Theatre's management may, at any time, allocate other tasks which are of a similar nature or level.

Person Specification

The post holder must be able to demonstrate the following:

Essential

- Excellent organisation skills
- Written and verbal communication skills.
- Acute attention to detail.
- A proven ability to provide a high level of customer service
- A strong team player and relationship builder, with ability to influence at different levels.
- Ability to multitask and work with multiple deadlines.
- Able to manage expectations and work to tight timelines.
- A problem-solver with a can do, people-centric approach.
- IT literacy, with good experience of the Microsoft Office suite and Excel in particular. (Training will be given on software programmes as required.)
- Ability to work to deadlines, prioritise tasks, and to ask for help when necessary.

Desirable

- Experience of working within an arts environment.
- Aspirations of a career in Arts Management.
- Previous experience of complaint handling.
- Previous experience of diary management.
- Previous experience events management.

How to Apply

To apply for this role, please:

- Apply via our Application Portal [here](#)
- Attach a CV and short covering letter as one document to your application explaining why you are interested in this role and how your experience and skills match the person specification.
Please ensure one document is attached before hitting 'Finish application' or closing the page.
- Complete the online equal opportunities monitoring survey (found on our [Work With Us](#) page)

The deadline for receipt of completed applications is **Sunday 27 June 2021**

We receive a high volume of applications. If you have not heard from us within 14 days of applying, please assume that you have not been successful on this occasion and keep an eye out for future vacancies.

Please note: where we receive an unprecedented high volume of applications, we reserve the right to close applications early.

Equal Opportunities

We actively support and encourage people from a variety of backgrounds, experiences and skill sets to join us and help shape what we do. We are particularly keen to receive applications from People of the Global Majority and disabled candidates.

We may take positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at The Old Vic.

We don't ask for our applicants to tick a box for any prior convictions at the application stage, to ensure we work to the Fair Chance Recruitment Principles. <http://recruit.unlock.org.uk/fair-chance-recruitment/principles/>

We are a **PiPA (Parents and Carers in Performing Arts) Charter Partner**, striving towards creating a more family friendly working environment.

We are also a signatory of the Care Leaver Covenant which aims to provide support for care leavers aged 16-25 to help them to live independently.

Equal Opportunities Survey

The Old Vic has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. Please complete the Equal Opportunities Survey to help us with this or complete it on our [Work With Us page](#).



Access

We would love to hear from you in whatever way feels most appropriate to you. If you would like to access this application pack or submit your application in another format, we would be happy to speak to you about your needs. Please contact the HR team on 0207 928 2651 or jobs@oldvictheatre.com to discuss further.

Appointments

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK