

# NOTTINGHAM PLAYHOUSE

Recruitment Pack

## OPERATIONS ASSISTANT

December 2020



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**



**Nottingham  
City Council**



## OPERATIONS ASSISTANT

Following a restructuring of the Operations Department, Nottingham Playhouse is seeking an energetic individual to join the busy team as Operations Assistant to support the work of the department.

The ideal candidate will be organised, numerate, have a good knowledge of Microsoft Office suite. They will be an excellent communicator and have superb attention to detail.

This is an exciting and challenging time to join Nottingham Playhouse as, under the leadership of Artistic Director, Adam Penford, and Chief Executive, Stephanie Sirr, we are finding creative and ambitious responses to the challenges we face during the global pandemic, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

### In this pack you will find

- Information about Nottingham Playhouse
- Job Description
- Person Specification
- Terms and Conditions
- Equal Opportunities / Access Information
- How to Apply



## ABOUT NOTTINGHAM PLAYHOUSE

**We create theatre that's bold, thrilling and proudly made in Nottingham.**

Awarded Regional Theatre of the Year 2019 by The Stage, Nottingham Playhouse is one of the country's leading producing theatres and creates a range of productions throughout the year, from timeless classics to innovative family shows and adventurous new commissions.

Under the leadership of Chief Executive, Stephanie Sirr and Artistic Director, Adam Penford, we are mounting more varied and ambitious productions, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

We want our theatre to be a space where everyone feels they belong, and we use our stage to tell diverse stories that reflect our city. Our wide-reaching participation programmes create life-changing experiences for our community and we also support the next generation of theatre-makers in the East Midlands through our extensive Amplify programme.

Nottingham Playhouse is also a registered charity (no. 1109342). All of the funds we raise help to ensure we're reaching as many people as possible to give them new opportunities and create lasting memories.

Our building has grade II\* listed building status and is home to Anish Kapoor's *Sky Mirror*.

Click [here](#) to watch our introductory video.



## WHAT OUR COMMUNITY THINKS

***"Honestly, the final few minutes of the first act were some of the most captivating, powerful and heart wrenching I've seen on stage. Incredible!"***

– Audience member Aiden Parr on *The Madness of George III*

***"Nottingham Playhouse has a very special place in my heart. At the age of 16, my school placed me at the theatre for my work experience... Without [them], I wouldn't have the career I do now."***

– Indhu Rubasingham, Artistic Director of Kiln Theatre

***"The actual performance was an incredible experience. Firstly, just to be on the Nottingham Playhouse stage was a dream for all of us. But to be a part of such a powerful, visceral production was an absolute privilege."***

– Kathryn McAuley, on her experience as a member of our community ensemble during Gary Clarke Company's production of *COAL*.

## NOTTINGHAM PLAYHOUSE IN 2020

Even though, because of the Coronavirus pandemic, we were closed to the public from the end of March, we continued to create and share lots of behind the scenes videos, podcasts, run workshops online and even some online performances.

In October we were delighted to be able to welcome audiences back into the building, with Covid-secure measures in place, for our Unlocked festival, a mix of live and live streamed performance. However with Nottingham placed in Tier 3 and the second national lockdown, we had to move the final performances to online only.

We have rehearsed our Christmas shows, *Cinderella*, the legendary Nottingham Playhouse pantomime, and *Jack and the Beanstalk*, a giant adventure for little ones aged 3 – 8 and their grown-ups. We have created an On Demand version and hope we will be able to go ahead with performances to live audiences later in December.

You can find out more by visiting our [website](#) or our [YouTube channel](#).



## OUR VISION, MISSION AND VALUES

Our vision is to create high quality art that is truly accessible and representative of both our heritage and our rich diversity. We aim to be a nationally recognised destination theatre, a producer of “must see” work and a venue that welcomes everybody to be entertained, surprised, delighted and challenged by work that is bold, brilliant and relevant. Working in partnership with exciting artists and companies regionally, nationally and internationally, we create theatre that puts Nottingham Playhouse on the map.

We exist for the benefit of the people of our region – be they audiences, participants or artists. As a publicly-funded organisation we commit to ensure that our demographic of opportunity reflects the demographic of our catchment – including gender, ethnicity, sexuality, socio-economic standing and disability – to be not just world-class but also truly inclusive in all areas of operation, including to recruit and pay fairly. To strengthen our actions we have established a Diversity in the Workforce Working Group to ensure that we are doing all we can to recruit a more representative workforce

In January 2021 we are launching a Diversity Working Group to look at the wider culture and environment at Nottingham Playhouse. The Group will advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality, with the aim of ensuring that we are a safe and fully representative organisation, which reflects the full breadth and richness of diversity within our community.

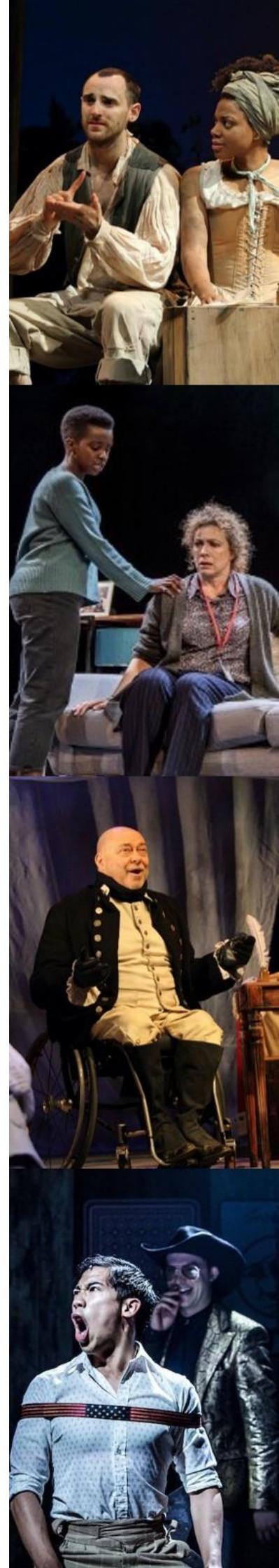
A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds.

We work in supportive partnership with a very wide range of stake holders to cement our position as an organisation with a strong artistic vision that includes the development of artists.

Nottingham Playhouse is a founder member of [Ramps on the Moon](#), a member of [PiPA](#) (Parents and Carers in Performing Arts), a [Family Friendly theatre](#) and is signed up to the [Time To Change](#) employer pledge. We are committed to the [UK Theatre/SOLT Ten Principles](#) to encourage safer and even more supportive working practices in theatre and have signed up to the [Old Vic Guardians initiative](#).



For further information about Nottingham Playhouse, please visit [nottinghamplayhouse.co.uk](http://nottinghamplayhouse.co.uk)



## OPERATIONS ASSISTANT

### Job Description

**Responsible to:** Head of Operations

**Key working relationships:** Welcome Team Managers  
Welcome Team Duty Managers  
Cleaning Supervisor  
Maintenance Casuals  
Participation Department

**Purpose:**

- To administrate the work of the Operations Department and maintain its administrative framework.
- To support the work of the Head of Operations.

**DUTIES include:**

- To record and reconcile purchase orders, invoices and credit card expenditure.
- To minute for departmental meetings such as Environmental Working Group, Health and Safety Committee.
- To pass timesheet information, for the welcome team, cleaners, maintenance and stage door staff to the Finance Department in a timely manner for payment.
- To collect, monitor and record environmental and waste management/collections data.
- To handle general departmental enquiries, by telephone, email or post.
- To co-ordinate conference, exhibitions, weddings and other similar private hires to ensure the highest standards of delivery, including the setting up rooms and other facilities.
- To issue hires' paperwork including contracts and preparing invoice requests so that they can be issued in a timely manner.
- To update YesPlan booking system, reviewing visiting company riders, hirers' requirements as necessary and ensuring the system is accurate and up to date.
- To liaise with other Departments regarding hirers requirements.
- To maintain filing systems for the Operations Department.
- To accurately record fire safety drills and checks, security drills, temperature checks, water quality checks, asbestos checks, first aid box checks and accident and incident records in line with current legislation.
- To ensure all First Aid Boxes are fully stocked, ordering supplies as necessary.
- To complete monthly stocktakes in support of the Welcome Team Manager and Cleaning Supervisor
- Working with the Cleaning Supervisor, to ensure cleaning supplies are fully stocked, ordering supplies as necessary.
- To rota stage door staff according to the operational requirements of the Theatre.
- To sort incoming post to departmental pigeon holes and to facilitate mail and packages for the Operations Department.
- To book performance access service providers, including BSL Interpreters, Captioners and Audio-Describers, and ensure that their invoices are processed for payment.

- To co-ordinate maintenance requests and to undertake regular building walk-rounds to identify maintenance issues.
- To monitor and track the completion of routine maintenance tasks and periodic checks by colleagues and external contractors.
- To programme and issue access control fobs on the Net2 and Digi greet system. Accounting for fobs, monitoring expiry and requesting recharges for non-returned fobs.

## **General**

- To always act in the best interests of Nottingham Playhouse.
- To take positive action to promote Equal Opportunities in all aspects of the work of Nottingham Playhouse.
- To agree to abide by Nottingham Playhouse policies such as Health & Safety, Equal Opportunities, Child Protection, Data Protection, Licensing etc.
- To maintain confidentiality in all areas relating to Nottingham Playhouse.
- To carry out such other duties as may be reasonably expected of the post.
- To maximise income and minimise expenditure wherever possible.

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**OPERATIONS ASSISTANT**  
**Person Specification**

**Essential Criteria**

- Effective administrative skills.
- Excellent IT skills, with good knowledge of the Microsoft Office suite of programs including excel spreadsheets and experience of working with databases.
- Excellent communications skills, both written and verbal.
- Superb organisational skills and attention to detail.
- Confident and personable.
- Numerate.
- Strongly motivated and proactive, able to work on own initiative.
- The ability to work to deadlines and under pressure, prioritising effectively.

**Desirable**

- Experience of working in an office environment.
- Experience of organising events.

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**OPERATIONS ASSISTANT  
Terms and Conditions**

Please note: we are anticipating that the Operations Assistant will be starting in February 2021, however given current uncertainties we will review this in line with government guidance in January 2021 and there may be a delay to the contract starting or there may be phased start depending on that guidance. We will keep all shortlisted candidates as up to date as we can and will discuss at interview.

- Salary:** £17,500 per annum  
Payable monthly in arrears by credit transfer
- Hours:** 37½ hours per week. Monday to Friday. One hour for lunch.  
Normal office hours 9.30am – 6.00pm. Although due to the nature of the role some evening, weekend and Bank Holiday working will be required.
- Overtime:** No overtime is payable. Reasonable time off in lieu may be given for authorised extra hours with the permission of the Head of Operations
- Contract:** Fixed Term 52 weeks
- Probation Period:** 3 months
- Notice Period:** 4 weeks in writing by either party
- Flexible working:** This post is suitable for Flexible Working arrangements, eg Job Share.
- Place of work:** Will normally be Nottingham Playhouse  
NB In line with Nottingham Playhouse's Covid secure working measures, from time to time the Operations Assistant may be expected to work from home. This will change in line with government guidance as it is published.
- Holiday:** 5.6 weeks per annum (i.e. 4 weeks pa plus bank holidays)  
The Holiday year runs 1 April – 31 March.
- Pension Scheme:** Nottingham Playhouse workplace pension scheme is provided by NOW: Pensions.
- Other Absences:** In line with the BECTU/UKT agreement and House agreement (e.g. illness, maternity)

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## DIVERSITY, INCLUSION AND ACCESS

Nottingham Playhouse is committed to a policy of equality of opportunity and creating a workforce representative of the diverse communities we work with. We believe that theatre belongs to everyone and want to make sure that everyone has the opportunity to be involved. We want to work with people from diverse backgrounds, who will bring different skills and experiences to help us to achieve this.

Nottingham Playhouse has identified that our workforce is currently under representative of certain communities, particularly people from Black, Asian and Minority backgrounds and is taking positive action for equal opportunities through the recruitment process. We have set up a Diversity Workforce Working Group to create a programme of change to deliver increased representation and a Diversity Working Group to advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality,

We actively encourage applications from Black, Asian, Minority Ethnic and Disabled people. Black, Asian, Minority Ethnic and Disabled applicants meeting the minimum criteria on the job person specification will be guaranteed an interview. We have committed to ensuring that all interview panels will comprise of a minimum of 50% people of colour.



We are a Disability Confident employer, recruiting and supporting disabled people in the workplace.

If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, or support in completing your application, please email Frances Pearson, Administration Assistant, at [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@nottinghamplayhouse.co.uk) or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need the paperwork posting to you) and details of your request.



We welcome proposals to consider for flexible working on hiring. We are part of the Parents in Performing Arts (PiPA) campaign and welcome applications from people who have caring responsibilities and anyone looking for a positive work/life balance.

For the role of Operations Assistant we are open to discussing the possibility of, for example, only working specific days. While we can't necessarily guarantee to give you your exact proposal, we do promise to carefully consider your request and explore what is practical for the role.

## HOW TO APPLY

Please download and complete the Application Form and Equal Opportunities monitoring form that you will find on our website. Please ensure that you complete all sections of the application form in full. **We will not accept a CV in place of the application form.**

As you fill in the application form, please explain how you think you meet the job description and person specification for Operations Assistant. The information you provide will be used for the shortlisting process.

It is important in your application to give us examples of what you have previously done that shows us how you could be right for the job and why you're enthusiastic about joining Nottingham Playhouse. You do not have to have previously undertaken all of the duties in the job description but you should tell us about your potential ability to do them.

As part of recruitment procedures Nottingham Playhouse collects and processes personal data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see Nottingham Playhouse Recruitment Privacy Notice on the website for full details.

The Equal Opportunities monitoring form will be separated from the application and will not be available for the persons preparing the shortlist with the exception of obtaining information about disability required to make reasonable adjustments for interview. Data obtained from the forms will be used solely for monitoring purposes and no one individual can ever be identified.

Please submit your completed Application Form and Equal Opportunities Monitoring Form by email to: [recruitment@nottinghamplayhouse.co.uk](mailto:recruitment@nottinghamplayhouse.co.uk) (Please send as a **Word document**. Do not send as a Pages file, Zip file or use file sharing services such as One Drive or Dropbox. Apple/Mac users should export their application form to a Word document or PDF before sending.)

Or you can submit your application by post to: **Administration Office, Nottingham Playhouse, Wellington Circus, Nottingham NG1 5AF.** Please mark your envelope Private and Confidential.

If you require an alternative way to make your application, please contact Frances Pearson, Administration Assistant, [francesp@nottinghamplayhouse.co.uk](mailto:francesp@nottinghamplayhouse.co.uk), to discuss a suitable format.

Closing date for applications: **Wednesday 6 January 2021 at 12noon**  
Interviews: **w/b 11 January 2021** (in person if possible)

We will contact you by telephone or email if you are shortlisted for interview. All job applicants will be contacted via email or in writing whether or not they have been shortlisted for interview.

Thank you for your interest in Nottingham Playhouse and we look forward to receiving your application.