

NOTTINGHAM PLAYHOUSE

Recruitment Pack

OPERATIONS & THEATRE MANAGER

March 2024



LOTTERY FUNDED



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**ARTS COUNCIL
ENGLAND**

NOTTINGHAM PLAYHOUSE
UK'S MOST WELCOMING THEATRE

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AWARDS**

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2023

OPERATIONS & THEATRE MANAGER

We are seeking an experienced and knowledgeable Operations & Theatre Manager to ensure that Nottingham Playhouse facilities are run efficiently and safely.

As Operations & Theatre Manager, you will be responsible for overseeing the upkeep and smooth running of our Grade II* Listed Building, as well as ensuring a safe and welcoming environment for customers, staff and other visitors. You will lead on our environmental and sustainability practices as our 'Green Champion' and play a pivotal role in ensuring company-wide Health & Safety compliance.

The successful candidate will have experience of Operations and Venue Management or Deputy Management in a public building, knowledge of Health and Safety legislation and demonstratable commercial acumen.

This is an exciting opportunity to join a dynamic organisation with a leading regional and national reputation. This role is offered as a permanent, full-time contract with opportunities for development, flexible working and a relaxed working environment.

Nottingham Playhouse is committed to a policy of diversity and inclusion, creating a workforce representative of the diverse communities we work with. Our workforce is currently under representative of certain communities and we are taking positive action for equal opportunities through the recruitment process. 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.

We would like to help you to fully participate in the application process. If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, support in completing your application, or you would like an alternative way to apply, please contact us at recruitment@nottinghamplayhouse.co.uk to discuss a suitable format, or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need paperwork posting to you) and details of your request.

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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 MBE 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 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 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."

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

NOTTINGHAM PLAYHOUSE IN 2024

We have lots of exciting programming scheduled for 2024, starting with a thrilling adaptation of Philip K. Dick's *Minority Report*. This is followed by a gripping, intimate revival of *The Children* and an exploration of sisterhood and creative expression in new commission *Liberation Squares*. The spring season concludes with *Punch* by James Graham, a fascinating new play about toxic masculinity and the incredible power of forgiveness.

This summer, *The Trials* gives a voice to the young people who have no choice but to live with the consequences of climate change. Our highly anticipated, brand-new production of *Dear Evan Hansen* premieres in September and marks the first time that the Broadway and West End phenomenon will tour the UK and Ireland.

Looking ahead to Christmas, our legendary pantomime reaches new heights with *Jack and the Beanstalk*. Younger children can look forward to a brand-new retelling of *The Ugly Duckling*, for which the writer, composer and director are all being selected through an open call-out.

OUR VISION, MISSION AND VALUES

The essence of who we are is to **create wonder in Nottingham**. We believe that, through theatre, being transported to different worlds broadens our horizons, that by being positive, relevant and devoted we provide an experience, not just a stage. At Nottingham Playhouse, we give a voice to untold stories and cultivate life-changing experiences. Our theatre is a place where everyone belongs, a place of entertainment, heart and joy.



NOTTINGHAM PLAYHOUSE

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 launched an Anti-Racism Action Group to look at the wider culture and environment at Nottingham Playhouse. The group advises 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. We have created an on-line system for Reporting Racist Incidents.

A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds. We also 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) and a [Family Friendly theatre](#). 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](#). Find out more about Nottingham Playhouse by visiting our [website](#) or our [YouTube channel](#).



ABOUT NOTTINGHAM

Nottingham is known internationally for its links to the fabled Robin Hood, who called nearby Sherwood Forest home. It is home to a thriving cultural scene including Nottingham Playhouse, Nottingham Contemporary, Theatre Royal and Concert Hall, Broadway Cinema, Motorpoint Arena Nottingham, Lakeside Arts Centre and New Art Exchange.



Today the city is a prosperous metropolis and is the 6th largest city in the UK with the 7th largest economy in the UK. Whilst Nottingham's emergence as one of the UK's largest urban areas can be linked to the Industrial Revolution, today the city's key industries include culture, digital media, sciences as well as retail and leisure.



The city boasts an excellent array of shops, restaurants, and attractions and is renowned for its thriving music scene. It also has a proud sporting history. The city was named as England's 'first City of Football' in 2014, pipping Manchester to the number one spot and Nottingham Forest have recently returned to the Premiership.

House Prices

Nottingham has emerged as a 'saver friendly' choice for buyers. Buying a house in or around Nottingham is comparatively affordable and particularly in family-friendly places like Beeston, Sherwood, Wollaton and West Bridgford.

According to [Zoopla](#), the current average house price in Nottingham as at January 2024 is [£259,130](#). This is great value when compared to similarly-sized cities across the UK; the average cost of a house in London in the same period is [£733,749](#)!

Living in Nottingham is therefore an enticing option, with the average price of a detached home currently at £369,576, semi-detached at £234,132, terraced houses at £178,467 and flats at £287,103.

Rental Prices

If you are considering renting, Nottingham is currently offering renters a choice of around [1,554 properties](#). The average rent is £795 pcm for a one-bedroom and £1,101 pcm for a two-bedroom property, around 70% lower than the [average in London](#).

Public Transport and Walking

Public transport is plentiful and affordable using Nottingham City Transport buses, East Midlands Trains and the Park and Ride system with NET Trams. Nottingham also has numerous new and well-maintained cycle paths, an e-scooter system and a car share system.

As a city with a small footprint, walking is a great way to get around! Nottingham is full of fascinating history to soak up while you walk. Enjoy a stroll along the popular canals and take in stunning views of the city. There are also several fantastic walking locations that neighbour the city. For the best walks in Nottingham check out www.AllTrails.com.

Working

Nottingham is the East Midlands' leading commercial, retail, financial and business centre. The city plays a huge role in the UK's national and regional economic growth. The retail sector, in particular, is pivotal to the city's economy and one of the major employers.

The city also has a reputation for being particularly enterprising. In 2011 the Nottingham Enterprise Zone focused on expansions for new business sectors including aerospace, rail and automotive industries.

Many large companies have their main offices in Nottingham, including Boots, Vision Express, Specsavers, Experian, Capital One, Loomis and Speedo. The UK's biggest bioscience innovation, BioCity, is also located in Nottingham. This hub of science-based companies is home to around 80 individual firms.

With so many different industries based in Nottingham, it is not a surprise that the city was one of the top 10 cities in the UK for job growth from 2004-2013.

Education

Nottingham has a diverse education system, with currently over 144 schools and colleges in the city providing education to students from primary school age up to college and sixth form.

Of its 89 primary schools, the best include Welbeck Primary School, South Wilford Endowed CofE Primary School, St Teresa's Catholic Primary School, Old Basford School and Haydn Primary School. All of these schools have received the coveted 'Outstanding' review from Ofsted.

5 of Nottingham's 33 secondary schools have also been awarded Ofsted 'Outstanding', including Bluecoat Wollaton Academy, Fernwood School, Nethergate Academy, Oak Field School and Rosehill School.

Universities

Nottingham is a popular University city, catering to over 60,000 undergraduate students between its two universities [Nottingham Trent University](#) and the [University of Nottingham](#). Both institutions have outstanding reputations, with the University of Nottingham being a member of the esteemed Russell Group.

Restaurants

Nottingham is home to a huge number of cafes, pubs and restaurants to enjoy a fantastic meal, from the Michelin starred [Restaurant Sat Bains](#) and [Alchemilla](#) to independently owned restaurants and well known chains.

Partake in Nottingham's rich history by dining at England's oldest inn, [Ye Olde Trip to Jerusalem](#), or underground in one of the city's 800+ ancient caves (the largest cave network in the UK) at [Hand & Heart](#). Above ground, the [Malt Cross](#) is the only Victorian Music Hall in the country that operates as its original design intended, providing food, drink and live music.

OPERATIONS & THEATRE MANAGER

Job Description

Responsible to:	Chief Operating Officer
Responsible for:	Operations Officer, Operations Assistant, Head Cleaner, Duty Managers, Stagedoor Keepers, Maintenance Technician
Other Key Relationships:	Head of Production (for Health and Safety in particular), ICT Manager, Customer Relations Manager, Events & Commercial Manager

The Operations & Theatre Manager will ensure that the facility is run efficiently and safely, offering a warm welcome to all audience sectors and being fully compliant with all relevant legislation.

Nottingham Playhouse is a Grade II* Listed Building and the Operations & Theatre Manager will be responsible for ensuring it is maintained correctly and proactively.

The Operation & Theatre Manager is a senior Health and Safety Officer and also the Green Champion for Nottingham Playhouse.

The main place of work is Nottingham Playhouse, Company, Neville Studio and such other buildings as the Playhouse may lease for the delivery of its business plan. Currently the role is concerned only with the buildings that comprise the Playhouse, Company and Neville Studio on one site.

Purpose of post:

- To ensure the facilities are operated efficiently, safely and within budget.
- To keep abreast of Health and Safety and other related legislation, being a pivotal role in ensuring company-wide compliance and reporting (working in partnership with the Head of Production)
- To oversee Front of House and Operations at Nottingham Playhouse.
- To be responsible for overseeing the upkeep and smooth running of a Grade II* Listed Building and building services within it.
- To ensure a safe and welcoming environment for customers, staff and other users of Nottingham Playhouse.
- Working in partnership with the Events & Commercial Manager to maximise secondary income including developing business opportunities.
- To help ensure that the facility generates income from conferencing, hires and ancillary sales.

Duties include:

Environment

- To be 'Green Champion', leading Nottingham Playhouse's environmental and sustainability practices, monitoring and reporting as appropriate.
- To monitor and report on energy usage in line with Nottingham Playhouse's policy on energy conservation, leading the general policing of energy conservation.

Operational

- To work closely with the Chief Operating Officer in identifying operational standards and managing resources to achieve them.
- To work closely with the Operations Officer and Duty Managers to resolve all operational matters relating to Front of House, providing a safe, welcoming environment to all Nottingham Playhouse customers, performers and its clients.
- To plan and manage the building maintenance programme, drawing up a rolling programme of short, medium and long term maintenance, repair and replacement requirements.
- To comply with legislation and the premises licence to include the scheduling and co-ordinating of annual inspections to comply with the Premises License and insurance requirements.
- To ensure any building repairs and maintenance works are carried out with reference to Nottingham Playhouse's status as a Grade II* Listed Building and the Conservation Plan.
- To assist with capital bids and make capital improvements to ensure the theatre can meet current and future challenges.
- To work as part of a wider operational team that delivers all event elements for Nottingham Playhouse.
- To be responsible for the completion of Building Schedules, ensuring they are accurate and up to date.
- To ensure control of the building's BMS infrastructure in order to deliver efficient and cost-effective heating and cooling of controlled areas, and to plan for the varying requirements of the areas involved.
- To draw up and then ensure strict compliance and upkeep of Life Safety Systems including Fire Alarm and Refuge Call Systems, and their procedures of training and safe, controlled use.
- To take responsibility for intruder alarm systems covering all buildings, upkeep of emergency contact lists, liaison with suppliers to ensure cost-effective maintenance and reliability of system.
- To manage, with the Operations Officer, out of hours security contractors and emergency keyholders and out of hours callouts, ensuring an out of hours contact is reachable at any given time.

Business Development

- To increase Conference and other hire income working with the Operations Officer.
- To support the Front of House team to maximise secondary income through developing merchandise and other Front of House sales items (e.g. ices, sweets etc).

People Management

- To manage Duty Managers and support them, particularly in customer care and safety, security, carrying out inductions, annual performance reviews, setting targets and objectives.
- To manage other line managed team members carrying out inductions, annual performance reviews, setting targets and objectives.

Customer Services

- To maintain the highest standards of customer care and service within the theatre.
- To deal with visitor enquiries, compliments and complaints and monitoring customer satisfaction.

- To play a lead role in customer service improvement initiatives and developing the customer services charter.

Health & Safety

- To develop, implement and document safe working practices across the organisation.
- To keep abreast of developments in Health & Safety, Licensing and other relevant legislation.
- To ensure Front of House departments (and other departments as appropriate) operate within the terms of the Premises Licence, Health & Safety Regulations and other statutory regulations, including liaison with the appropriate enforcing officers (Environmental Services, Fire Officer) as necessary including Fire Safety, First Aid and so forth.
- To attend the Nottingham Playhouse Health & Safety Working Group and be the senior member of the Health & Safety Steering Team.
- To carry out Health & Safety Risk Assessments, ensuring they are documented, regularly reviewed and updated.

Finance

- To comply with and ensure that all Operations staff adhere to Nottingham Playhouse's Financial Procedures.
- To manage staff and maintenance expenditure budgets across all Front of House operations, monitoring costs against budgets and ensuring spending limits are not exceeded.

General

- To maximise income and minimise expenditure at all times
- To always act in the best interests of Nottingham Playhouse
- To take positive action to promote Diversity and Inclusion in all aspects of the work of Nottingham Playhouse. Engaging fully with all initiatives to promote diversity within Nottingham Playhouse
- To abide by Nottingham Playhouse policies such as Health & Safety, Diversity and Inclusion, Safeguarding, Data Protection, Environmental Sustainability etc.
- To support Nottingham Playhouse in achieving its Carbon Literacy and sustainability strategy
- To maintain confidentiality in all areas relating to Nottingham Playhouse
- To carry out such other duties as may be reasonably expected of the post

The job description will be subject to review on a regular basis to reflect the changing requirements of Nottingham Playhouse and the developing skills of the post holder. We acknowledge that this is a wide-ranging job description and recognise that the post holder will require support, such as training, in some areas, which will be provided.

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OPERATIONS & THEATRE MANAGER

Person Specification

We use these criteria in the shortlisting process, so it is important to explain how you meet them in your application form. Give us examples of what you have previously done that shows us how you could be right for the role.

Essential Criteria	Assessed at	
	Application	Interview*
Experience of Operations and Venue Management or Deputy Management in a public building	✓	✓
Experience of and strong interest for developing green initiatives.	✓	✓
Significant knowledge of Health and Safety legislation and commitment to CPD in this area	✓	✓
Demonstrable commercial acumen and experience of Business Performance Management	✓	✓
Demonstrable experience of improving customer services and monitoring customer satisfaction	✓	✓
Proven strong negotiating skills	✓	✓
Highly motivated with the ability to work across a range of disciplines at a high level	✓	✓
Computer literate and committed to developing IT skills	✓	✓
Proven ability to set financial parameters and work within them	✓	✓
Understanding of and commitment to Equal Opportunities	✓	✓
Ability to contribute to longer term planning and Organisational Development	✓	✓
Experience of meeting the statutory requirements of a not-for profit organisation and registered charity	✓	✓
Experience of relevant legislation and requirements of the premises licence to include the scheduling and co-ordinating of annual inspections to comply with the Premises License and insurance requirements.	✓	✓
Experience of building repairs and maintenance	✓	✓
Experience assisting with capital bids and making capital improvements	✓	✓
Experience of managing and motivating a team	✓	✓
Understanding and experience of all aspects of Health and Safety compliance	✓	✓

*Aptitude for the role may also be assessed through a task or test during the interview stage.

Desirable Criteria

- Listed building experience to support Nottingham Playhouse's status as a Grade II* Listed Building and the Conservation Plan.
- NEBOSH qualification
- Professional level knowledge of Facilities, Health, Safety, and Environmental Legislation, statutory compliance for all jurisdictions and HSE best practice
- Experience of working in an entertainment venue
- Experience of hirings
- Interest in the arts
- Experience of hospitality/catering industry
- Personal Licence holder

Nottingham Playhouse is committed to developing and nurturing its employees. For this role candidates do not need to have every skill on the Person Specification but should be able to demonstrate their potential ability to learn them with the appropriate training and support.

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OPERATIONS & THEATRE MANAGER

Terms and Conditions

- Salary:** £38,000 – £42,000 per annum depending on experience
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. 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 Chief Operating Officer.
- Contract:** Full Time, Permanent contract
- Probation Period:** 6 months
- Notice Period:** 8 weeks in writing by either party
- Flexible working:** This post is suitable for Flexible Working arrangements
- Place of work:** Will normally be Nottingham Playhouse. However from time to time the Operations & Theatre Manager will be required to travel, regionally and nationally.
- Holiday:** 5.6 weeks per annum (i.e. 4 weeks pa plus bank holidays)
The Holiday year runs 1 April – 31 March
- Pension Scheme:** Contributory staff pension, 5% employee and 4% employer
Nottingham Playhouse workplace pension scheme is provided by NOW:Pensions
- Other Absences:** In line with the UKT/BECTU agreement and House agreement (e.g. illness, maternity)

Non-Contractual benefits:

In addition Nottingham Playhouse offers a number of discretionary benefits including

- Free and/or discounted tickets for performances including Press Nights
- Free Playhouse Pass membership
- Discounts on our bars offer
- Opportunities for Flexible Working
- Day off on your Birthday
- Free to use Employee Assistance Programme provided by Care First
- Discounted travel on Nottingham City Transport Buses
- Discounted parking at Mount Street and St James NCP
- Training
- Cycle to Work scheme

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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 who are Black, Asian, Brown, dual heritage, indigenous to the global south and or have been racialised as ethnic minorities and we take positive action for equal opportunities through the recruitment process. We have an Anti-Racism Action Group and an Access Working Group to create a programme of change to deliver increased representation, and to advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality.

We actively encourage applications from the Global Ethnic Majority and Disabled people. Applicants who identify as from the Global Ethnic Majority and/or as Disabled on the Equal Opportunities Monitoring form will be guaranteed an interview for workforce vacancies if they meet the minimum criteria on the job person specification. We are committed to ensuring that interview panels are as representative as possible, whilst comprising the relevant skills and experience to assess candidates' suitability for the role.

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 contact us at 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.

We are open to discussing the possibility of flexible working. 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 note we will not accept a CV in place of the application form.

Filling in the application form

Please ensure that you complete all sections of the application form in full. The first page of your application form will be separated from the rest of your application in order to **anonymise the shortlisting process**, to help to eliminate unconscious or conscious bias. Please do not put your name elsewhere in your application.

As you fill in the application form, please explain how you think you meet the **job description and person specification** for the role. 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.

Data and monitoring

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.

Submitting your application

Please submit your completed Application Form and Equal Opportunities Monitoring Form by email to: recruitment@nottinghamplayhouse.co.uk

*Please send as a **Word document or PDF**. Do not send as a Mac Pages file, Zip file or use file sharing services such as One Drive or Dropbox.*

Or by post, marked Private and Confidential, to: **Recruitment, Administration Office, Nottingham Playhouse, Wellington Circus, Nottingham, NG1 5AF.**

If you require an alternative way to make your application, please contact us at recruitment@nottinghamplayhouse.co.uk to discuss a suitable format, or ring Stage Door on 0115 947 4361. Please leave a message with your full name, contact information and details of your request.

Deadline for applying

Closing date for applications: **Monday 22 April 2024 at 12noon.**

All applicants will be notified of the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

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