

NOTTINGHAM PLAYHOUSE

Recruitment Pack

WELCOME TEAM DUTY MANAGER

July 2024

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ENGLAND**

NOTTINGHAM PLAYHOUSE
UK'S MOST WELCOMING THEATRE



WELCOME TEAM DUTY MANAGER

Awarded the UK's Most Welcoming Theatre by UK Theatre Awards in 2023, we pride ourselves on providing a warm welcome and an outstanding customer experience to over 120,000 visitors to Nottingham Playhouse each year.

We are now seeking confident and friendly **Duty Managers** with great interpersonal skills to oversee our Welcome Team during performances and other events this season, including our brand new production of *Dear Evan Hansen* and our legendary pantomime.

As Duty Manager, you'll ensure we deliver excellent customer care and provide a comfortable and safe environment for our audiences and visitors. We'll provide training in Health and Safety, Customer Service, Disability Awareness and Security to support you in delivering a wonderful customer experience to all our users.

As well as training, perks of working at Nottingham Playhouse include free/discounted tickets for performances, free Playhouse Pass membership, free access to our Employee Assistance Programme, a Cycle to Work scheme and discounts on travel, parking and at our bar.

The Welcome Team Duty Manager positions are offered as a fixed-term (2 September 2024 – 19 January 2025) zero-hours contract within a monthly rota. Shifts are a minimum 3½ hours. As our performances and other events take place throughout the week, you'll need to have good availability for evenings and weekends. Availability for weekday daytimes would be an advantage.

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 an Anti-Racism Action 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 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.



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.

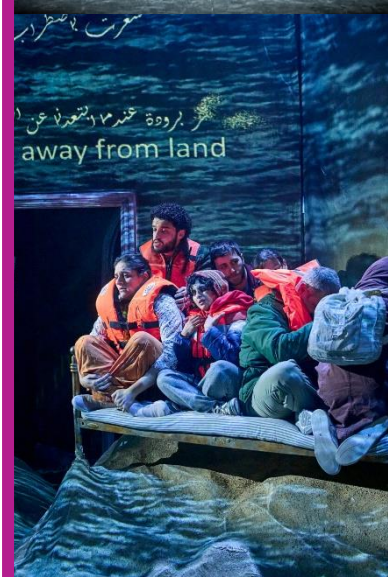
Under the leadership of Chief Executive, Stephanie Sirr MBE and Artistic Director, Adam Penford, we are mounting more varied and ambitious productions, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

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

Our exciting 2024 programming opened with a thrilling adaptation of Philip K. Dick's *Minority Report*. This was 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 concluded 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. Following this is *A Raisin in the Sun*, a groundbreaking family drama full of humour and heart.

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.



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 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](#).

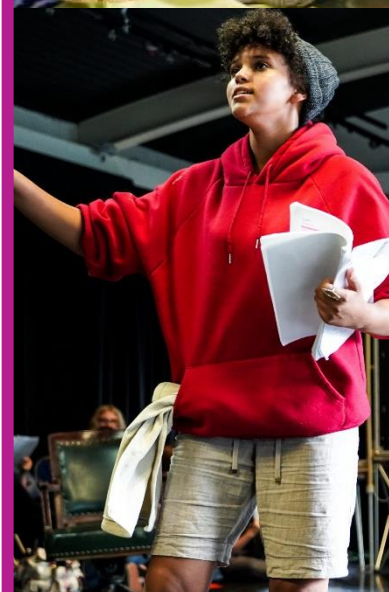


PARTICIPATION AND THE COMMUNITY

At Nottingham Playhouse, our diverse, local community are at the heart of everything we do.

We run over 60 different programmes for people of all ages, experience and interests at Nottingham Playhouse, including:

- Weekly Young Companies.
- Homegrown – a pre-professional training scheme for writers, directors, producers and performers aged 16-25 to develop their skills and industry practice.
- Conversation & Creative Cafe – a safe space for Refugees and people seeking asylum to meet, socialise and be creative.
- Playhouse Platform and Open Stage Young Company for autistic learning-disabled adults and children.
- Our Life-Long Learning and Encore programmes provide a range of regular skills classes and meet-ups for adults.
- Our Shine programme is a long-running outreach programme, that now comprises 14 regular, free to access, drama groups for young people across the city and county. This includes specialist provision with Queens Medical Centre Hospital School and Nottingham Education Sanctuary Team (NEST).
- Family Festivals during half terms, as well as a large variety of shows and projects throughout the year in our venue and in libraries around the city and county.
- In 2023/24 we had over 40,000 engagements with a huge variety of participants.
- All of our participation programmes have bursary places available to ensure finances are not a barrier to engagement



WELCOME TEAM DUTY MANAGER

Job Description

Responsible to: Operations & Theatre Manager
Welcome Team Managers

Responsible for: Welcome Team including Volunteers during shifts

Purpose of role:

- To provide duty management for performances and events at Nottingham Playhouse
- To ensure a safe and welcoming environment for patrons and staff
- To ensure the delivery of excellent customer care, ensuring equality around delivery and access to all activities
- To maximise earned income through merchandise sales and through support to the activities of Nottingham Playhouse Trading Company.

Duties include:

- To co-ordinate the building's facilities, access and services around workshops, meetings, rehearsals, performances and other events.
- To manage the safety and well-being of the public when on duty, e.g. conducting walk rounds, safety checks and acting as the designated responsible person in response to emergencies.
- To ensure operations and activities comply with the terms of the Nottingham Playhouse's Premises Licence and other statutory regulations, undertaking monitoring and recording of actions to maintain records of compliance.
- To ensure that the Nottingham Playhouse welcome is sustained and reinforced by all Welcome Team members, to all users and members of our community, without bias.
- To resolve staffing issues resulting from late shift cancellation and accurately confirm the times/detail of shifts completed by Audience Assistants.
- To maintain audio enhancement devices, handheld sales terminals, Audience Assistant uniforms and radios and to alert the Welcome Team Manager of any maintenance issues that require further action.
- To compile and deliver timely briefings to Audience Assistants and volunteers in readiness to deliver a strong welcome to audiences, delegates, guests and other visitors. Highlighting the need to display enthusiasm, warmth and high levels of personal presentation.
- To maximise ancillary sales and merchandise opportunities through provision of stock, appropriate staffing and establishing point of sale locations.
- To liaise with Food & Beverage Supervisors to ensure the timely presentation and provision of services to customers in all their trading areas.
- To liaise with Food & Beverage Supervisors to ensure the smooth delivery of event, meeting and backstage services.
- To liaise with security to ensure safety of persons and the site.
- To follow all national and company procedures around anti-terror legislation.
- To maintain a high standard of presentation to the public, e.g. keeping all areas, including toilets, tidy and clear, displays stocked and neatly positioned and furniture and bins in place.

- To implement Nottingham Playhouse's access policies and deliver associated services around arranged performances and events.
- To complete a show record for performances, reconciliation for merchandise sales, banking of such monies and reporting maintenance issues.
- To maintain knowledge of associated Health and Safety regulations and Nottingham Playhouse policies and risk assessments covering the responsibilities of the role.

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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WELCOME TEAM DUTY MANAGER

Person Specification

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

Criteria	Assessed at	
	Application	Interview
Experience of working in a customer service environment	✓	✓
Working knowledge of Health & Safety legislation in relation to a public building	✓	✓
Experience of managing and motivating a team of staff	✓	✓
Numeracy and experience of cash handling	✓	✓
Administration and IT skills – Word, Excel, Outlook	✓	✓
Excellent communication and strong interpersonal skills	✓	✓
Confident, friendly and a willingness to engage with customers	✓	✓
Ability to problem solve and think on your feet	✓	✓
Ability to maintain a calm and professional manner in pressurised situations	✓	✓
Hold a First Aid Certificate (or willingness to undertake training)	✓	✓
Honest and reliable	✓	✓

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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WELCOME TEAM DUTY MANAGER

Terms and Conditions

Salary:	£12.50 per hour. Payable monthly in arrears by credit transfer
Hours:	Zero hours basis, shifts as per rota. Rota prepared and agreed 4 weeks in advance. Evening, weekend and bank holiday working will be required. Minimum 3½ hour call per shift.
Overtime:	As per UKT/BECTU national and House Agreement
Contract:	Zero Hours, Fixed Term (02 September 2024 – 19 January 2025)
Probation Period:	2 weeks
Notice Period:	4 weeks in writing by either party
Flexible working:	This post is suitable for Flexible Working arrangements
Place of work:	Nottingham Playhouse
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)
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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. We are happy to discuss reasonable adjustments to ensure the recruitment process is accessible.

If you would like the Recruitment Pack 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 send us:

1. A copy of your CV (please include your contact details)
2. A short covering letter explaining why you would like to work at Nottingham Playhouse and how you think your skills and experience fit the Person Specification
3. A completed Equal Opportunities Monitoring Form, downloadable from our website.

It is important 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.

Your name will be removed from your application to anonymise the shortlisting process.

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 your 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 CV, covering letter 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 5 August 2024 at 12noon.**

Interviews week commencing 19 August 2024 (may be subject to change).

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.