

# Job Description: Theatre Administrator

## Key Information

Department	Administration
Responsible to	Executive Director/Joint CEO
Key relationships	Artistic Director/CEO, Trustees, Finance, Development, Box Office, Casting and Producing Assistant, Marketing, Production, Stage Management, Operations Manager, Facilities Manager, Housekeeping
Contract	Permanent
Hours	40 hours per week (9am-6pm, including 1 hour lunch break)
Location	The Watermill Theatre, Bagnor, Newbury, RG20 8AE
Salary	£23.8k-25.8k per annum
Benefits	Free onsite parking, discount in restaurant and bar, two complimentary tickets per production
Pension	Contributions to Employer's Workplace Pension Scheme (5%)
Annual leave	5.6 weeks including public holidays

## Overview

The Watermill Theatre seeks a positive and proactive Theatre Administrator to ensure the successful delivery of the theatre's operations and administration. Reporting to the Executive Director, this post will play a key role in administering the production process, including the management of accommodation and coordination of small scale events; coordinating recruitment; collating and reporting data, including updates for bi-monthly Board meetings, as well as ensuring health and safety processes are maintained. This is an exciting opportunity for a highly organised, collaborative and positive individual with excellent administrative skills.

## Main Purpose

Ensure excellent internal and external communications. Support in production and business administration, ensuring the smooth operation of The Watermill and its productions.

## Duties and Responsibilities

### Individual Responsibilities

#### Production Support

- Coordinate accommodation and travel arrangements for actors and creative teams, working in close collaboration with colleagues in Production and Stage Management to offer the best experience to all our visitors and guests, and maintaining communications with local accommodation partners.
- Support the Artistic Director/Joint CEO, Executive Director/Joint CEO and Casting and Producing Assistant in production-related administration, including ensuring the master schedule is up-to-date and production information is communicated to all departments.
- Support the Casting and Producing Assistant with the coordination of tickets and hospitality for press nights and other production-related events as necessary, acting as a point of contact for Trustees.

#### Programming and Events

- Assist with the programming and coordination of events outside and around the main theatre programme (e.g. the Christmas Fair, visiting speakers), including planning, marketing, logistics, delivery and evaluation.
- Support the overall coordination of programming (including productions, Outreach activities, public events, Development events, catering provision, etc.) to ensure all departments across the organisation are working towards a cohesive vision of The Watermill's programme.

#### Company and Office Administration

- Ensure good communication across the organisation with responsibility for general office management including filing and archiving, monitoring office consumables, distributing and sending post and organising couriers.
- Act as a welcoming and helpful first point of contact for all enquiries and visitors in person, by telephone and by email.
- Organise and minute Company meetings, Head of Department meetings and other meetings as required.
- Support the Executive Director in Board communication and coordination, including the preparation, collation and sharing of Board meeting papers.
- Coordinate, set up and minute all Board meetings, ensuring the confidentiality of discussions, and minute Board committee meetings as required.
- Oversee company databases, equal opportunities monitoring, metrics gathering and the systems for monitoring data; ensuring records are accurate and up to date in support of any reporting requirements.
- Support the Box Office in processing ticket sales as required.
- Undertake the day-to-day administration of the Friends membership scheme including updating customer records, ensuring renewals are processed and recording gift aid status.
- Assist with covering other roles within the staff team as required.

### Customer comments

- Coordinate the responses to customer comments across all departments, ensuring replies are consistent in quality, tone and adherence to company policy, and liaising with other departments to investigate, escalate, resolve, and action feedback as necessary.
- Maintain a record of all customer comments, including responses sent and actions taken as a result.

### Human Resources

- In liaison with the Executive Director and relevant Department head, support recruitment, including creating application packs and job descriptions, advertising vacancies, processing any advertisement invoices as required, processing applications in line with HR policy and assisting with the shortlisting and interview processes and the provision of feedback.
- Assist with the onboarding of new staff members as required.

### Health and Safety

- Undertake tests on the fire alarm system and ensure accurate records are maintained.
- Maintain accident and incident reporting.
- Ensure first aid boxes are kept up to date with required supplies.
- Provide first aid to customers and/or staff when required.

### Environment

- Lead on the collation and inputting of data for the annual environmental report for Julie's Bicycle.
- Help to maintain environmental tracking throughout the year, e.g. ensuring mileage logs are completed and monthly meter reading are recorded.

### **Organisational Commitments:**

- Carrying out any other tasks that will be required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.
- Attend previews, events and press nights as required.
- Be an enthusiastic advocate of The Watermill, acting in its best interests at all times with a thorough understanding of the company's mission and aims.
- Undertaking relevant training and development as required.
- Driving change through actions and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity.
- Being accountable for the safety of yourself and others, in line with our Health & Safety Policy.
- Creating a positive working environment, underpinned by the organisation's values.
- Ensuring we are collecting and using data to inform decisions, demonstrate our impact and fulfil our funding conditions.
- Complying with all legal requirements relating to the General Data Protection Regulation (GDPR).
- Contributing to our environmental sustainability goals.

## Person Specification

### Essential Criteria:

- Excellent customer service skills, approachable and flexible. A friendly and welcoming attitude with experience of communicating professionally with a variety of people.
- Some experience of working in an administrative role.
- Proven organisational skills and an ability to prioritise a wide variety of tasks to meet multiple deadlines.
- An enthusiasm for arts and culture.
- Excellent attention to detail and accuracy.
- Proven ability to work with IT systems, especially Microsoft Office.
- Ability to be self-motivated and work in a supportive way within a team.
- Willingness to learn and develop new skills.

### Desirable Criteria:

- Experience of fundraising.
- Experience of working with a customer relationship management system.

## Submitting Your Application

### How To Apply

Please send your CV, cover letter explaining why you want to work for The Watermill and how you meet the person specification, and completed Equal Opportunities monitoring form (details below) to Emily Beck (Theatre Administrator) via [admin@watermill.org.uk](mailto:admin@watermill.org.uk) or via the address below:

Theatre Administrator  
Watermill Theatre and Restaurant  
Bagnor  
Newbury  
RG20 8AE

When forming our shortlist for interview, all applications will be considered anonymously, and your name and any names of employers will be redacted from your supporting statement and CV. Our selection panel will only have access to these details once you have been invited to interview.

Closing date for applications      Monday 2<sup>nd</sup> September at 12pm midday

Interviews      w/c 9<sup>th</sup> September

For further information about the organisation, please take a look at our [Working at The Watermill](#) guide.

## **Equal Opportunities**

The Watermill Theatre is committed to equal opportunities for all. We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

[Please find our Equal Opportunities monitoring form here.](#) This information will be used to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone, including recruiting managers, in any form other than anonymous data.

We are a Disability Confident Committed employer and will guarantee an interview to any applicant who self-identifies as deaf or disabled, or from a Global Majority background, and meets the Essential Criteria. If you regard yourself as having these characteristics, please state so clearly on your cover letter.

If we can support your application by offering an alternative format, please do let us know by contacting [admin@watermill.org.uk](mailto:admin@watermill.org.uk). Likewise, we want to ensure interviews are as accessible as possible, so please do let us know in your application if there is anything we can do to support this.