



# Theatre Administrator

Job Description  
Person Specification

May 2021

**Wycombe Swan** is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 11 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

**Wycombe Swan** is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals

<b>Employment type:</b>	Full Time
<b>Salary:</b>	c. £25,000 p.a. dependent on experience, ability and potential
<b>Hours:</b>	40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours may include evenings, weekends and Bank Holidays.
<b>Work location:</b>	You will be based at Wycombe Swan, High Wycombe and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
<b>Purpose of the role:</b>	The Theatre Administrator's contribution to the achievement of Wycombe Swan financial and service targets is to provide robust, cohesive and comprehensible systems of administration, HR and internal communication. The administrator post is at the heart of the venue's relationships with promoters, hirers and event organisers and is the conduit for event critical information between internal and external stakeholders.
<b>Our ideal candidate:</b>	A "can-do" positive professional with great communication skills, excellent organisational skills and strong time management skills to achieve challenging business targets.
<b>For an informal discussion contact:</b>	Fiona Martin , Theatre Director, <a href="mailto:fmartin@wycombeswan.co.uk">fmartin@wycombeswan.co.uk</a>
<b>Closing date:</b>	Monday 21 <sup>st</sup> June 2021 , 12pm
<b>How to apply:</b>	Please complete an Application Form available at <a href="http://wycombeswan.co.uk">wycombeswan.co.uk</a> and submit with a covering letter to <a href="mailto:admin@wycombeswan.co.uk">admin@wycombeswan.co.uk</a> with the subject title 'Admin'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the Theatre Director.

## KEY ACCOUNTABILITIES

### Administration

- Responsibility for disseminating information on HR policy and procedures, as required by the Theatre Director, as well as maintenance of HR files (holiday and sickness records for all staff), new employee offer letters and contracts, and managing the induction process for all new starters at Wycombe Swan.
- Under guidance of the payroll department, maintain and submit all required payroll information, ensuring all venue staff are paid accurately and on time.
- In liaison with the Company's HR Manager, provide generalist HR support and employee relations advice to the Theatre Director and line managers in respect of managing work performance, disciplinary, grievance and any other employment-related issues as and when they arise.
- With the aim of sourcing, recruiting and retaining the best talent, support recruiting managers, as and when required on staff engagement, including advertising, references and right to work checks, ensuring legislative procedures are adhered to.
- Production and dissemination of accurate and timely minutes of all meetings, as required
- Provide general administrative support to the Theatre Director and senior management team as required.
- Accurate and timely creation of contracts, on sale sheets, deposit invoices, hire fee balance invoices and final settlements for shows and events; their timely despatch, and ensuring their prompt return by producers / promoters as appropriate.
- Prompt, comprehensive and accurate preparation and dissemination of financial and sales related data, including (but not limited to) daily ticket and sales reports, sales trackers and advance sales reports to producers / promoters.
- Oversee, co-ordinate and steer the accurate and timely production and processing of timesheets, overtime and other expense claims, ensuring appropriate authorisation in accordance with Company policy
- Control of Administration Department budget lines, including; Training, Office Equipment, Postage, Uniforms etc. and monitoring the use of the company credit card, authorising spend and monthly reconciliation.
- Maintain and keep up to date electronic and manual personnel records for all venue staff in line with Company guidance and data protection legislation.
- On a monthly basis, prepare and gather information from appropriate managers required to report to Buckinghamshire Council.

## **Programme co-ordination**

- Accurately and efficiently prepare, disseminate and monitor the return of show contracts, advances, settlements and ancillary correspondence, as appropriate.
- Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers and hirers, enabling continuing programme liaison in the absence of the Theatre Director.
- Accurately maintain the venue's electronic show diary (Artifax).

## **Health & Safety**

- Coordinate the training provision and the maintenance of staff training records and the Health and Safety Portal, in liaison with the Senior Management Team
- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
- Ensure Display Screen Equipment assessments are undertaken at least annually and that identified actions and reasonable adjustments are followed through, in liaison with line managers.

## **Recruitment, Training and Development**

- Undertake training and development relevant to the successful execution of the job role.
- Assist and support managers in the effective planning and co-ordination of staff training, development and learning within the venue's training budget limits.

## **Other Responsibilities**

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- At all times, act as an ambassador for the venue and HQT&H

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Experience

- Experience of managing office systems including personnel, diary, filing and information sharing systems
- Experience administering effective staff recruitment and engagement.
- Proven experience of budget control and maintaining accurate financial records

### Skills

- Proven ability to effectively work in a very busy, pressurised and multi-tasking environment with outstanding organisational skills
- Excellent communication skills and an excellent manner with “customers” of all kinds, including colleagues, artistes, production staff, and visitors to Wycombe Swan which is consistent with the venue’s Customer Service Standards.
- Literacy, numeracy and IT skills at levels appropriate for the successful performance of duties and responsibilities of the Post.
- The ability to communicate across multiple levels with sensitivity, discretion and confidentiality.

### Knowledge

- An understanding of financial systems and an ability to work accurately with Excel spreadsheets

### Attitude

- Enthusiasm for the arts and entertainment sector
- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A ‘can-do’ attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

### Desirable

- A working knowledge of Artifax and Audience View.
- Experience of working in an arts or events industry.
- A basic working knowledge of HR, employment law and legislation.
- Experience of administering accurate payroll reporting and/or systems.