



Job Pack



Operations Co-ordinator

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Welcome From Our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre and UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

Our vision is a dynamic, sustainable and world-class theatre sector.

Our mission is to champion theatre and support our members to thrive.

To deliver our vision and mission, we now have exciting five-year strategy and ambitious five-year goals that will deliver for our members.

However, we can't achieve our vision and mission alone. That's where you come in. To achieve our goals, we need an organisation that is fit for purpose, with the people, systems and processes needed to make an even greater impact for our members. The candidate we are looking for is someone who can embody our vision and mission and the competencies for the role.

Theatre and the performing arts industries enrich our lives and strengthen our sense of belonging and are a cornerstone of both the levelling up and growth agendas. Alongside the social and cultural benefit our members provide, theatre is also a key component of our fast-growing creative industries. Domestically, theatre generates £2.39bn GVA, supporting 205,000 workers. For every £1 spent on a theatre ticket, an additional spend of £1.40 is generated in local economies, adding up to £1.94bn per annum of extra value added to local economies by theatre audiences.

We have a fantastic team of around 60 people working across our main office in Rose Street and the TKTS Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other and our sustainability committee is working hard to ensure we play our part in protecting the planet. While a background in theatre or the arts is not essential, an appreciation for performing arts and the importance of cultural activities as an integral part of our lives is important.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

Claire Walker & Hannah Essex

Co-Chief Executives

Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

Our vision – the world we want to see – is a **dynamic, sustainable and world-class theatre sector**.

Our mission – what we do as an organisation – is to **champion theatre and support our members to thrive**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

Our three joint priority areas are:

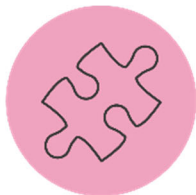
- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

Our values



Purpose

We work with and for our members



Contribution

We own our impact



Ambition

We believe in the art of the possible



Collaboration

We are all in it together



Inclusion

We champion and celebrate diversity

Our commitment to Diversity, Equity and Inclusion

We are committed to putting diversity, equity and inclusion at the heart of everything we do. We do this through recruiting from the widest spectrum of channels, constantly reviewing our policies and procedures to ensure they are fit for purpose and giving all our staff a voice. Our mission to produce a skilled, diverse and productive workforce for now and the future is crucial to our success as an organisation.

Operations Co-ordinator

Role description

In this role you will work closely with the Operations Manager and Operations Officer on all operations requirements for SOLT and UK Theatre, providing proactive and reactive support to help keep the Rose Street and the Official London Ticket Booth Leicester Square buildings safe, running smoothly and looking their best. This role will be based at our Rose Street office with occasional visits to the Official London Ticket Booth situated in Leicester Square, as and when required.

How to apply

To apply for this role, please email your **CV** and a **cover letter (no more than 2 pages)** with responses to the four questions below:

1. In no more than 150 words, describe why you're interested in an operations role and what you would bring to a busy office environment.
2. Please describe any experience (work, education, or volunteering) where you dealt with customers, clients, or the public.
3. Reception roles often involve handling calls, visitors, and admin tasks at the same time, along with unexpected interruptions. What systems or habits do you use to stay organised, and how do you prioritise tasks during busy periods?
4. Give an example of a time you handled a difficult situation or person. What did you do and what was the outcome?

Please include your **first name, surname, and 'Operations Co-ordinator, SOLT & UK Theatre'** in the **email subject line**, and send your application to **jobs@soltukt.co.uk**.

Closing Date for Applications: 30 April at 17:00. There is a rolling deadline for this vacancy. Applications will be screened as and when received.

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, if you are selected for interview, at the interview stage, please email us at jobs@soltukt.co.uk and the HR team will get in touch with you.

Contract type	Permanent, full time (35 hours per week).
Salary band	The band for this role is Band E (£27,000-£33,000) FTE. New appointments are expected to be made at the bottom of the Band range.
Key responsibilities & accountabilities	<ul style="list-style-type: none"> • Provide a high standard of welcome and care and full reception / administration function for all staff and visitors • Be a first point of contact for meeting room bookings, and to assist with the set up and delivery of meeting room activity including support for hybrid technology kit • Provide a customer service function for all general enquiries pertaining to SOLT & UK Theatre, Official London Theatre including Ticket Booth, Theatre Tokens and other strands of our business, by phone, email and social media. • Assist management with ad hoc duties as required including administrative support for all proactive and reactive maintenance • Assist with Operations duties as required and provide support for SOLT & UK Theatre departments for all internal and external events, such as In Person & Hybrid Training Courses, Olivier Awards, UK Theatre Awards, West End LIVE and Kids Week • Sorting and distribution of post including daily incoming, and collection and franking of outgoing post • Maintain all office stationery, toner/ink and consumable supplies • Preparation of meeting rooms before all meetings – room layouts, equipment, catering, crockery and cutlery etc. • Ensure all catering requirements are organised as required with external caterers.

	<ul style="list-style-type: none"> • Ensuring meeting rooms are cleared in a timely manner at the end of each meeting. • Acting as central point for recording any problems with office equipment, liaising with repair contractors to rectify faults. • Assist with the company's archive, offering admin support when material is to be collected or returned and also maintain an up-to-date record of archived material at Reception. • Taking orders for various publications and events. Process payments as required. • Providing assistance to the Marketing & Communications Department for the administration of the Access schemes. • Assisting the Operations Managers with basic IT queries and liaising with our external IT support • Assisting with the administration of the online Helpdesk System in use for logging IT and Building issues • To be conversant with all Building Operations systems and be a first line contact for external Maintenance Service Contract queries • To undertake general Operations and Administration duties and to cover for holidays and sickness as needed, including cover duties in the Official London Theatre Ticket booth • To undertake specific projects as directed e.g. support for Olivier Awards, UK Theatre Awards and West End LIVE, including organising couriers/taxis • Undertake any other duties as reasonably required • This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team
<p>Directorate</p>	<p>This is a key role in the Operations team within the Finance and Operations Directorate, The Directorate focus is to ensure the organisation operates effectively and efficiently and supports colleagues across the business to deliver high quality services to our members and advance the interests of the theatre sector.</p>

Reporting to	This role reports to the Operations Manager.
Technical knowledge & skills required	<ul style="list-style-type: none"> • Competency in Microsoft Office packages • Confident in set up and use of technology including hybrid kit • An interest in, and tenacity, to ensure IT issues are addressed and efficiently resolved • Experience of identifying requirements for meetings and events and in high quality delivery • Ability to communicate professionally with a range of people, including an excellent telephone manner • A willingness to support colleagues and deliver solutions • An understanding and commitment to equality, diversity and inclusion • An interest in the theatre industry (desirable)
Competencies	<p>Impact</p> <p>You will support the delivery of activities and projects to the highest possible standards, supporting the delivery of KPIs and targets and ensuring that you feed into evaluations and progress updates.</p> <p>You will support the delivery of cross organisational projects and activities. You will share your experiences to support the development of business and organisational plans.</p> <p>You have a collegiate approach with coordinator colleagues, ensuring excellent administrative support across the organisation.</p> <p>Communication</p> <p>You manage positive day to day relationships with stakeholders and members.</p> <p>Innovation</p> <p>With support, you look at how you can bring innovation and help solve problems in your work.</p> <p>Knowledge</p>

	<p>You have good experience for the role and are looking to develop this further.</p> <p>Culture Be part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff. Work with your line manager to ensure that your personal development plan is delivered and completed. A team player, willing to grab hold of opportunities and support the priorities of others when needed</p>
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Working with us

<p>Location</p>	<p>Our offices are based in Covent Garden, London.</p> <p>This role is based full time in our offices and hybrid or remote working is not available.</p>
<p>Annual leave</p>	<p>Annual leave for a full-time role is 25 days, rising to 27 days after five years.</p> <p>Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.</p>
<p>Benefits & Perks</p>	<p>Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society.</p> <p>Your health & wellbeing</p> <p>The health and wellbeing of our staff is our utmost priority and we offer a range of benefits (these are non-contractual and subject to periodic change).</p> <ul style="list-style-type: none"> • WeCARE – Digital Wellbeing. A complete solution across Physical & Mental Health, Finance and Legal support. Advice from qualified professionals tailored to the individual. • MyStrength – One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support built around the individual. • Toothfairy – Smart dental App – Your personal dentist.

	<p>The following are optional benefits:</p> <ul style="list-style-type: none">• Paid annual eyesight test• Paid annual flu vaccine <p>Your finances & protection</p> <p>We offer a pension scheme and further protections.</p> <p>Pension scheme</p> <ul style="list-style-type: none">• Contributory pension scheme - The current contributions are as follows:<ul style="list-style-type: none">○ Employer Contribution: 5% of gross pay○ Employee Contribution: Minimum 3% of gross pay <p>Personal circumstances</p> <ul style="list-style-type: none">• Death-in-Service Insurance Cover – 3 x annual salary.• Income Protection – long term sickness cover for a proportion of salary for up to 2 years. <p>Personal development</p> <ul style="list-style-type: none">• We invest and believe in continuous professional development and training opportunities for all.• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance. <p>Travel to work</p> <p>Many of our staff walk, use public transport or cycle to work or a combination of the above.</p> <p>The following apply after probationary period:</p> <ul style="list-style-type: none">• Interest-free Travel Season Ticket loan• Cycle to work scheme
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	<p>Theatregoing</p> <p>Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK.</p> <ul style="list-style-type: none">• Staff may be offered complimentary show tickets on set dates and sometimes to attend opening nights of productions.• All staff can buy Theatre Tokens with a 10% discount. <p>Events & experiences</p> <p>We offer many opportunities to get involved with events such as West End Live, the Olivier Awards, Kids Week.</p> <p>Socialising with colleagues</p> <p>We have a dedicated social committee with organisational budget.</p> <p>Recent events have included: a quiz night, karaoke, summer party, games night, festive celebration and many more.</p> <p>Sustainability</p> <p>We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.</p> <p>Local discounts</p> <ul style="list-style-type: none">• Local retail discounts through Heart of London Club and Love Covent Garden.• 20% off at Trevor Sorbie hair salon in Covent Garden.
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