

Job Description

Operations Co-ordinator



Contract type

Permanent (35 hours per week). All roles are open to job share, agile and flexible working.



Salary Band

Band E (£26,000-£32,000) FTE, there is an expectation that you would start at the bottom of the band.



Annual leave

Annual leave for a full-time role is 25 days rising to 27 days after 5 years.



Who we are. What we do.

Based in the heart of Covent Garden, Society of London Theatre and 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.

As a not for profit organisation, our members are at the heart of everything we do and we support them by offering specialist advice, sharing good practice, collective bargaining, networking, advocacy, audience development and raising the profile of theatre through major events and campaigns.



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.**

We operate under **3 joint priority focus areas** that allows us to deliver on our vision and mission:

- A growing, engaged and united **membership**, including a skilled, diverse and productive workforce for now and the future
- To inspire, attract, retain and diversify theatre **audiences**
- **Advocate** to support growth across the sector.

Our Diversity, Equity and Inclusion policy

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.



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 TKTS Leicester Square buildings safe, running smoothly and looking their best. This role will be based at our Rose Street office with occasional visits to TKTS, the ticket booth situated in Leicester Square, as and when required.



Key Responsibilities and Accountabilities.

- 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, TKTS, Official London Theatre, 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.
- 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 TKTS 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



Directorate

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.

Reporting to your line manager:

Operations Manager

Direct reports:

None



Technical knowledge and skills required

- 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
- Awareness of Health and Safety requirements in an office environment including of food hygiene procedures
- 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

Here are the key competencies for this level:

Impact

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.

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.

You have a collegiate approach with coordinator colleagues, ensuring excellent administrative support across the organisation.

Communication

You manage positive day to day relationships with stakeholders and members.

Innovation

With support, you look at how you can bring innovation and help solve problems in your work.

Knowledge

You have good experience for the role and are looking to develop this further.

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