

Job Description

Production Administrator (Ticketing)



Contract type

Fixed Term contract to work with the Production Team on the **Olivier Awards 2025**.
For 10 weeks: Monday 3 February – Friday 11 April 2024 (including 5 & 6 April).

The Society of London Theatre (SOLT) manages the Olivier Awards with Mastercard. The ceremony will take place at the Royal Albert Hall on Sunday 6 April 2025.
<https://officiallondontheatre.com/olivier-awards/>.

This role will be predominantly based in central London with the majority of hours being desk-based work at a computer in an office. There may be an opportunity for flexible/remote working (from home or other locations) for some of the time and will be negotiated. Usual hours will be 10am until 6pm weekdays. Some evening and weekend work may be required as necessary as the event approaches.



Salary Band

£32,000 pro rata (dependant on experience)



Annual leave

Annual Leave entitlement can be accrued for the length of the contact and can be taken or paid accordingly.



Who we are. What we do.

Society of London Theatre and UK Theatre are the Membership Organisation for London and UK Theatre Producers, Managers, Owners and Operators.

Society of London Theatre runs Theatre Tokens, Official London Theatre, TKTS and the Olivier awards and both organisations negotiate collective agreements on behalf of the theatre sector.

Both organisations share senior staff and have recently conducted a strategic review where they have agreed to a joint vision and mission.



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

This is a key role within the Olivier Awards Production Team in which you will oversee all ticketing and associated administration for the Olivier Awards 2025 with Mastercard. You will liaise with the Royal Albert Hall, SOLT and UK Theatre members, Nominees, VIPs and stakeholders, and other guests who will attend the Awards ceremony. You will manage the requests, invoicing and distribution of all tickets to the event, and be accountable for the smooth running of the ticketing operation and payments, and ensure all guests have clear and timely ticket information and instructions.



Key Responsibilities and Accountabilities.

Working relationships with team members on projects and with other members of staff where appropriate within the organisation.

Your key responsibilities and accountabilities are:

- To oversee all ticketing and associated administration of the Olivier Awards 2025.
- Manage the Olivier Awards ticketing email account and respond to all queries.
- To ensure the Royal Albert Hall have the correct allocation of tickets in connection to our specific seating plan.
- To manage the Ticketing Master spreadsheet with accuracy.
- To manage the Google Form ticket requests from Members, Non-Members, Nominees etc.
- To assist in the design and information included on all tickets and passes for guests.
- Work with the General Manager to allocate all seats including VIP's, SOLT members, nominees and presenters.
- To ensure all tickets are distributed with the correct information and appropriate passes in a timely manner.
- To check the auditorium during the production weekend and ensure the correct seating is in place
- To troubleshoot any ticketing issues on the awards weekend including high profile guests and during the Green Carpet arrival

Other:

- To support the work of the General Manager and the Production Team across a range of tasks.
- To act as an ambassador for SOLT and the Olivier Awards with Mastercard.
- To assist in organising meetings, creating agendas and circulating action points.
- To assist with the smooth running of the Launch event, Nominees' Celebration and After Party.
- To assist with physical movement and delivery of production assets and stock.
- Any other reasonable duties required to ensure the smooth running of the Production team.



Directorate/Department

You will be assigned to the Olivier Awards Production Team and work within the Audience and Commercial Team (ACT).

Line Manager: Awards General Manager



Technical knowledge and skills required

Here are some common technical skills and knowledge areas your role demands:

Essential

- An acute attention to detail.
- Excellent numeracy skills.
- Box office or theatre press night experience.
- Confident user of Microsoft Office (including SharePoint, Word, Excel, PowerPoint), Google Workspace (Drive, Sheets and Forms) and Dropbox.
- A calm and patient attitude.
- Dealing with people diplomatically and effectively.
- An excellent communicator.
- Comfortable with working to tight deadlines.
- The ability to work as part of a team and support others.
- A positive outlook with a willingness to solve problems.
- Be able to show initiative and resilience when dealing with change.
- A proactive, self-motivated and flexible approach to work.
- Able to carry out work under pressure and maintain good humour and diplomacy.
- A willingness to work evenings and at weekends when necessary.
- The ability to see the 'bigger picture'.

Desirable

- Experience working in a production office environment on large scale productions or events.
- Knowledge of current West End productions and/or Theatre Producers



How to apply for this role

To apply for this role please email your CV and a cover letter outlining the qualities/skills/experience and knowledge you will bring to the role, including in the email subject line **Production Administrator – Ticketing , Society of London Theatre** to jobs@soltukt.co.uk.

Closing Date for Applications: Friday 29 November 2024. 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.