



## Job Pack



# Strategic Member Programme Manager (6 Month Fixed Term Contract)

2 February 2026

# 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 values, 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 Official London Theatre Ticket 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:

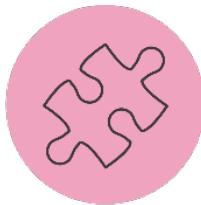
- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

## 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.

# Strategic Member Programme Manager (6 Month Fixed Term Contract)

## Role description

The Strategic Member Programme Manager is responsible for the development and delivery of member programmes, training, and engagement activity, including leading the end-to-end development and delivery of the annual SOLT & UK Theatre Conference programme.

The role translates member insights and organisational priorities into compelling, relevant programmes that support the continued professional development of workforce skills, industry insight, and the networking needs of SOLT & UK Theatre members. The postholder will work closely with the Director of Membership & External Affairs and the wider Membership, Advocacy, Employment Relations, and Events teams to deliver high-quality, strategically aligned programming that meets member needs, and supports SOLT & UK Theatre's Business Plan objectives.

## How to apply

To apply for this role please send your CV and a cover letter addressing questions 1-3 below. These questions are designed to help us understand your experience, judgement, and motivation for the role, beyond what is captured in your CV.

We recommend a total word count of no more than 900 words, but you are welcome to write less.

Please address the following in your cover letter

1. Please provide an example of when you have delivered event programming and/or training in a creative way. What was your approach and what impact did it have?
2. Please describe your experience of working within a membership organisation (or a similar environment), or as a member of one. How have you approached engaging with members and delivering value?

3. What attracts you to this role at SOLT and UK Theatre? How do our values and purpose resonate with you?

Please feel free to add any information that will further support your application.

Please send your application by email including in the email subject line "**[Your first name and surname], Strategic Member Programme Manager**" to [jobs@soltukt.co.uk](mailto:jobs@soltukt.co.uk).

**Closing Date for Applications:** 5pm on Friday 13 February 2026. Interviews will take place on Thursday 19 or Friday 20 February with a view to making an offer of employment to the successful candidate by the end of February.

The successful applicant will be required to commence work on or before 9 March. Please do not apply unless this is feasible.

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](mailto:jobs@soltukt.co.uk) and the HR team will get in touch with you.

Please note that SOLT & UK Theatre is unable to provide visa sponsorship. Applicants must therefore have the right to work in the UK at the time of application.

<b>Contract type</b>	Fixed Term: 6-month contract, 35 hours per week over Monday to Friday. Some evening work and weekend work may be required
<b>Salary band</b>	Band C (£41,500-£57,000 per annum), pro rata. New appointments are expected to be made at the lower end of the Band range.

<b>Key responsibilities &amp; accountabilities</b>	<p>To provide outstanding event and training programming for members, underpinned by our vision to see a dynamic, sustainable and world class theatre sector, and supporting our priority focus areas:</p> <ul style="list-style-type: none"> <li>• Growing an engaged and united membership, including a skilled, diverse, and productive workforce for now and the future</li> <li>• To inspire, attract, retain and diversify theatre audiences</li> <li>• To support growth across the sector</li> </ul> <p><b>Member Programme &amp; Engagement Strategy</b></p> <ul style="list-style-type: none"> <li>• Identify and assess the development, programming and engagement needs of the membership and theatre sector workforce, in conjunction with the Director of Membership and External Affairs.</li> <li>• Work with insights from the Membership, Employment Relations, and Advocacy Teams to create a year-long programme of services, training, roundtables, and networking events.</li> <li>• Lead the delivery of the flagship Theatre Conference in June, collaborating with teams across the organisation to: <ul style="list-style-type: none"> <li>◦ Convene and manage the Programme Working Group, to capture member and industry insights to inform programme curation</li> <li>◦ Secure the keynote speaker, facilitators and panellists</li> <li>◦ Liaise with the Events Team to ensure speaker materials are received in a timely manner</li> <li>◦ Brief speakers and panellists, and being the main point of contact for session content on the day</li> </ul> </li> </ul> <p><b>Performance, Reporting &amp; Risk Management</b></p>
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	<ul style="list-style-type: none"> <li>• Set Key Performance Indicators (KPIs) for all activity with measurable targets.</li> <li>• Monitor, analyse and report on quarterly performance to the Director of Membership and External Affairs and Executive Team, ensuring progress is tracked against the agreed Business Plan.</li> <li>• Responsible for managing the programming budget and delivering against financial targets for member training.</li> <li>• Manage the Membership Services Team Risk Register, monitoring risk ratings, and mitigations.</li> <li>• Execute strategies to increase member engagement and participation with SOLT and UK Theatre events, training &amp; learning development programmes, ensuring satisfaction data is collected and reviewed.</li> <li>• Conduct annual industry benchmarking and review of training and event programming content.</li> <li>• Build strong relationships with internal and external stakeholders at all levels, acting as a key representative for the Membership Team.</li> <li>• Work closely with the Director of Membership &amp; External Affairs, the Member Engagement Manager, Advocacy and Employment Relations Teams to ensure awareness of industry priorities and emerging issues, and to continue delivering effective, relevant programming for the membership.</li> <li>• Prepare briefing papers, documentation and meeting notes for project groups delivering the events programme.</li> <li>• Undertake any other duties as reasonably required.</li> </ul>
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<b>Directorate</b>	<p>This role sits within the Membership and External Affairs team, whose focus is to ensure we have a growing, engaged and united membership including a skilled, diverse and productive workforce for now and the future. Our team plays a key role in helping to retain and recruit members and develop high quality member benefits and services. We actively engage with members regularly and build relationships to nurture member insights and activities.</p> <p><b>Reporting to your line manager:</b> Director of Membership &amp; External Affairs</p> <p><b>Dotted Line Report:</b> Member Engagement Officer</p>
<b>Technical knowledge &amp; skills required</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience of coordinating complex projects, taking responsibility for producing work plans</li> <li>• Ability to communicate and interact well with other people, and to develop good relationships with a diverse range of stakeholders</li> <li>• Ability to find solutions to problems using own initiative and available resources</li> <li>• Ability to work effectively and collaborative as part of a team</li> <li>• Strong written and verbal communication skills including report writing</li> <li>• An understanding and commitment to equality, diversity and inclusion</li> <li>• An interest and broad understanding of the theatre industry</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A good understanding of current thinking around skills and workforce development</li> <li>• An understanding of current best practice around people and working culture (e.g. equity, diversity and inclusion)</li> <li>• Experience of working within a membership organisation (or a similar environment), or as a member of one.</li> </ul>

<b>Competencies</b>	<p><b>IMPACT</b></p> <ul style="list-style-type: none"> <li>As a manager in the organisation, you are responsible for the management and delivery of a specific function(s) within SOLT / UK Theatre to the highest possible standard, ensuring that activities and projects meet goals and KPIs.</li> <li>You will support the development of and deliver on, business goals and strategic plans.</li> <li>You will evaluate your functions performance and make recommendations for improvement. You will feed into the development of business and strategic plans. You will project manage a range of cross organisational projects and/or projects with members.</li> </ul> <p><b>COMMUNICATION</b></p> <ul style="list-style-type: none"> <li>A good communicator, you manage relationships with stakeholders and members within your function to achieve positive outcomes. When required you will be an effective advocate for the organisations at meetings with members or other stakeholders.</li> </ul> <p><b>INNOVATION</b></p> <ul style="list-style-type: none"> <li>You will set direction and champion innovation within your function.</li> <li>You will promote a culture, seek best practice from our sector and others to ensure innovation and improvement.</li> </ul>
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# Working with us

<b>Location</b>	<p>Our main office is based in Covent Garden, London and the Ticket Booth is based in Leicester Square.</p> <p>Depending on the role, we have an agile working policy which means that we expect minimum of 60% of your working hours to be spent in the office or with members each week. You are, of course, welcome to come in more than that if you prefer.</p>
<b>Flexible working</b>	All roles are open to flexible working – e.g job share, reduced hours or other flexible working approaches.
<b>Annual leave</b>	<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>
<b>Benefits &amp; Perks</b>	<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><b>Your health &amp; wellbeing</b></p> <p>The health and wellbeing of our staff is our upmost priority and we offer a range of benefits. The following non-contractual benefits are currently available to employees:</p> <ul style="list-style-type: none"><li>• <b>WeCARE</b> – Digital Wellbeing. A complete solution across Physical &amp; Mental Health, Finance and Legal support. Advice from qualified professionals tailored to the individual.</li></ul>

- **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.
- Paid annual eyesight test
- Paid annual flu vaccine

### **Your finances & protection**

We offer a pension scheme and further protections.

#### **Pension scheme**

- Contributory pension scheme: the current contributions are:
  - Employer Contribution: 5% of gross pay
  - Employee Contribution: Minimum 3% of gross pay

#### **Personal circumstances**

- Death-in-Service Insurance Cover – 3 x annual salary.

#### **Personal development**

- 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.

#### **Travel to work**

Many of our staff walk, use public transport or cycle to work or a combination of the above.

The following apply after probationary period:

- Interest-free Travel Season Ticket loan
- Cycle to work scheme

#### **Theatregoing**

	<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"> <li>• Staff are offered complimentary show tickets on set dates and sometimes to attend opening nights of productions.</li> <li>• All staff can buy Theatre Tokens with a 10% discount.</li> </ul> <p><b>Events &amp; experiences</b></p> <p>We offer many opportunities to get involved with events such as West End Live, the Olivier Awards, Kids Week workshops and Theatre Craft (jobs fair for craft roles in theatre sector).</p> <p><b>Socialising with colleagues</b></p> <p>We have a dedicated social committee with organisational budget. Recent events have included: a quiz night, karaoke, bowling, summer party, games night, festive celebration and many more.</p> <p><b>Sustainability</b></p> <p>We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work. Recent activities include swap and shop clothes recycling, reduction in all waste, a review of our energy use and much more.</p> <p><b>Local discounts</b></p> <ul style="list-style-type: none"> <li>• Local retail discounts through Heart of London Club and Love Covent Garden.</li> <li>• 20% off at Trevor Sorbie hair salon in Covent Garden.</li> </ul>
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