

SOCIETY OF  
**LONDON  
THEATRE**

EST 1908

**UK  
THEATRE**

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## Job Pack



# Operations Officer

Published 11 August 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.

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:

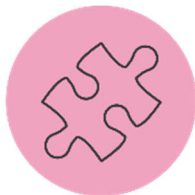
- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

## 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 Officer

## Role description

In this role you will work closely with the Operations Manager on all operations requirements for SOLT and UK Theatre, providing proactive and reactive support to help keep the Rose Street and 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 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 (maximum one page)** outlining the qualities, skills and experience you would bring to the role, including responses to the three questions below:

1. Tell us about a time you supported a colleague with an IT or systems issue. How did you approach the problem, what steps did you take to resolve it, and what was the outcome?
2. Tell us about a time you were responsible for organising or coordinating a piece of operational work. How did you plan the work, manage the different tasks and people involved, and ensure it was completed successfully?
3. Tell us about a time when you identified a process that could be improved or made more efficient. How did you approach making the change, and what did you do to ensure the process was accurate, consistent and effective?

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

**Closing Date for Applications: 21 August 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.

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| <b>Contract type</b>                               | Permanent, full time (35 hours per week).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Salary band</b>                                 | The band for this role is Band D (£31,000-£43,500) FTE. New appointments are expected to be made at the bottom of the Band range.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Key responsibilities &amp; accountabilities</b> | <ul style="list-style-type: none"> <li>• Assist the Operations Manager with maintenance and improvement projects in the Rose Street and Ticket Booth Leicester Square buildings, helping to identify requirements, manage procurements, managing contractors to see works through to successful completion</li> <li>• Assist the Operations Manager with the day-to-day maintenance of the SOLT and UK Theatre IT and communication systems (including phones), maintaining records of users, devices and licenses</li> <li>• Provide Level 1 IT support for colleagues across the business in both Rose Street and TKTs ticket booth</li> <li>• Work with all departments to identify operations requirements for all internal and external events taking place in Rose Street, and deliver these to a high quality standard</li> <li>• Support events held by SOLT and UKT on 3rd party premises as required including the Olivier Awards and Theatre Conference</li> <li>• With Operations Team colleagues, run a high quality 'front desk' operation, greeting visitors to the Rose Street offices, providing catering for meetings and events as required, answering phones and directing calls, managing general email inboxes, arranging meeting rooms and associated technology to enable successful hybrid events</li> <li>• Assist the Operations Manager in ensuring full compliance throughout the buildings with health &amp; safety regulations, managing routine checks and pro-actively identifying requirements</li> </ul> |



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|                     | <ul style="list-style-type: none"> <li>• Manage the day-to-day administration of building maintenance contracts such as cleaning, fire and intruder alarm servicing, and statutory servicing of lighting, electrical, lift and heating systems</li> <li>• Manage the contact and contract databases for all operations services, such as plumbing, electrical, air conditioning, pest control, general maintenance, couriers / taxis, catering services, printers, franking machine. Maintain a 'preferred supplier list' including managing a process of regular reviews to ensure value for money and service quality</li> <li>• Support the Operations Manager with financial management of the department including managing operations budgets, reconciliation of company credit card statements, processing receipts and supplier invoices.</li> <li>• Provide operations support as needed in the absence of the Operations Manager</li> <li>• To undertake general Operations and Administration duties and to cover for holidays and sickness as needed, including cover duties in the Ticket Booth</li> <li>• Undertake any other duties as reasonably required</li> <li>• This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team</li> <li>• There is an opportunity to attend theatre press nights where appropriate and take advantage of trade tickets when offered</li> </ul> |
| <b>Directorate</b>  | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Reporting to</b> | <p>This role reports to the Operations Manager.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

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| <b>Technical knowledge &amp; skills required</b> | <ul style="list-style-type: none"> <li>• Competency in Microsoft Office packages</li> <li>• Confident in set up and use of technology including hybrid kit</li> <li>• An interest in, and tenacity, to ensure IT issues are addressed and efficiently resolved</li> <li>• Experience of identifying requirements for meetings and events and in high quality delivery</li> <li>• Ability to communicate professionally with a range of people, including an excellent telephone manner</li> <li>• Experience in scheduling and managing a varied workload including managing contractors visiting site</li> <li>• Awareness of Health and Safety requirements in an office environment including of food hygiene procedures (desirable)</li> <li>• An understanding and commitment to equality, diversity and inclusion</li> <li>• An interest in the theatre industry (desirable)</li> </ul> |
| <b>Competencies</b>                              | <p><b>Impact</b></p> <p>You will deliver activities and projects within your function to the highest possible standards, ensuring that activities and projects meet goals and KPIs.</p> <p>You will contribute your specialist skills to cross organisational projects and activities, ensuring your work supports the overall delivery of the project.</p> <p>You will use your experience to support the development of business and organisational plans.</p> <p><b>Communication</b></p> <p>A solid communicator, you manage positive day to day relationships with stakeholders and members.</p> <p>Including, where relevant, being the point person for external agencies and specialist support and ensuring the highest quality of work is delivered to the Organisations.</p>                                                                                                       |



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|  | <p>You will take an active approach to cross organisational working, ensuring every department contributes to the success of our work.</p> <p><b>Innovation</b></p> <p>You look at how you can bring innovation into your work by looking at best practice from our sector and others.</p> <p>You help solve problems and inform business decisions.</p> <p><b>Knowledge</b></p> <p>You will have solid and/or specialised expertise and qualifications in your function and invest in your own development, implementing learnings into your work.</p> <p><b>Culture</b></p> <p>Part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff.</p> <p>Work with your line manager to ensure that your personal development plan is delivered and completed</p> |
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# Working with us

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| <b>Location</b>             | <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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <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 utmost priority and we offer a range of benefits. These are non-contractual and subject to periodic review.</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><li>• <b>MyStrength</b> – 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.</li><li>• <b>Toothfairy</b> – Smart dental App – Your personal dentist.</li></ul> |

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|  | <p>The following are optional benefits:</p> <ul style="list-style-type: none"> <li>• Paid annual eyesight test</li> <li>• Paid annual flu vaccine</li> </ul> <p><b>Your finances &amp; protection</b></p> <p>We offer a pension scheme and further protections.</p> <p><b>Pension scheme</b></p> <ul style="list-style-type: none"> <li>• Contributory pension scheme - The current contributions are as follows: <ul style="list-style-type: none"> <li>○ Employer Contribution: 5% of gross pay</li> <li>○ Employee Contribution: Minimum 3% of gross pay</li> </ul> </li> </ul> <p><b>Personal circumstances</b></p> <ul style="list-style-type: none"> <li>• Death-in-Service Insurance Cover – 3 x annual salary.</li> <li>• Income Protection – long term sickness cover for a proportion of salary for up to 2 years.</li> </ul> <p><b>Personal development</b></p> <ul style="list-style-type: none"> <li>• We invest and believe in continuous professional development and training opportunities for all.</li> <li>• Where appropriate, we suggest and arrange professional mentors to offer additional external guidance.</li> </ul> <p><b>Travel to work</b></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"> <li>• Interest-free Travel Season Ticket loan</li> <li>• Cycle to work scheme</li> </ul> |
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|  | <p><b>Theatregoing</b></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"> <li>• Staff may be 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.</p> <p><b>Socialising with colleagues</b></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><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.</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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