Theatre Manager
Job Description

Post: Theatre Manager

Reporting to: Director of Production and Operations on front of house and operational matters; Communications Director on all trading matters

Responsible for: Duty Managers, Front of House staff, Café Bar Assistants, Stage Door/ reception /Security Assistants, Housekeeping

Background

Bristol Old Vic is a vibrant theatre in the heart of Bristol. Led by Tom Morris and Emma Stenning, BOV is producing an innovative and creative programme of national and international resonance whilst connecting with different areas of the city.

We’re currently in the first phase of our £20 million redevelopment project. Our beautiful Georgian theatre is being renovated and we’re updating our rehearsal rooms and dressing rooms as well as creating additional performance spaces. The theatre is reopening in summer next year with a programme of inspiring work (to be announced soon!) that will position Bristol Old Vic as one of the most exciting regional theatres in the country. The second phase of the redevelopment will involve renovating the foyer and front of house spaces. This phase will start in 2013 and will be completed by 2016.

Bristol Old Vic is a registered charity with a fully owned trading subsidiary.

The role

The Theatre Manager is a new position at Bristol Old Vic. Reporting jointly to the Director of Production and Operations and the Communications Director, this post is responsible for ensuring that Bristol Old Vic is a welcoming and vibrant space for audiences and artists. The Theatre Manager will work closely with the Director of Production and Operations and the Communications Director and will play a key part in a number of projects that they are leading on. Overseeing front line staff, the Theatre Manager will lead the teams that welcome audiences into the building as well as running the front of house, bar and catering operations. The Theatre Manager is jointly responsible for ensuring that the theatre is compliant with current licensing and health and safety legislation and reports to the Production and Operations Director on all logistical aspects of the day to day running of the building.

The Theatre Manager plays a key role in the trading subsidiary and will work alongside the Communications Director to ensure that maximum profit is achieved for specific areas of the business including running events, overseeing catering, bars and managing external commercial hirers.

The Theatre Manager will play a role in the reopening of the Georgian theatre in 2012, as well inputting on the second phase of the capital project. The reopening provides a unique
opportunity to deliver a renewed front of house and trading vision for the organisation. This post is crucial in ensuring that Bristol Old Vic is a destination for audiences from Bristol and beyond and will take a lead role in a new project for 2012 called ‘Project Welcome.’

This role offers the opportunity to be a central part of a team that is producing a vibrant and pioneering creative programme in the oldest (and some say most beautiful) working theatre in the UK.

Areas of responsibility

1) Front of House and Operations (Reporting to Director of Productions and Operations)

- To work closely with the Director or Production and Operations to oversee specific operational areas for Bristol Old Vic
- To lead, motivate, develop and recruit a team of front line staff, including front of house, bar and catering staff, ensuring that they all team members have a flexible and friendly approach and that they feel part of the organisation
- To manage all operational matters relating to the front of house, bar and catering operations and put a staffing structure in place to support this within set budgets
- Ensuring that all aspects of front of house, bar and café bar areas provide a welcoming environment to customers and potential customers.
- To oversee rotating all front of house, bar and catering staff, delegating this responsibility if necessary.
- To act as Duty Manager on some day time and evening shifts. During shifts where there is a performance, to liaise with production staff to control the venue’s performances. To be responsible for the well being and safety of the audience, overseeing cashing up and managing the front of house and bar team and locking up.
- To ensure that visitors with special needs or access requirements are catered for appropriately.
- To organise signed and audio described performances.
- To work with the Director of Production and Operations on all DDA compliance, ensuring that we are an accessible venue.
- To work with the Theatre Administrator to ensure that events are timetabled efficiently
- Responsible for standards of cleanliness within the theatre, most especially through shared management and training of the housekeeping staff
- To manage freelance contractors and suppliers
- Ensuring that front of house expenditure is controlled effectively.
- To deputise on key areas for the Productions and Operations Director when necessary

2) Licensing and Health and Safety (Reporting to the Director of Production and Operations)

- To ensuring that all statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with.
Bristol Old Vic

- To organise, supervise and attend fire drills. To take a leading role in the evacuation of the building if necessary.
- To act as a first aid officer for Bristol Old Vic (training will be given if necessary)
- To support the Director of Production and Operations, to ensure that the building meets specific fire regulations, health and safety, licensing, security and insurance requirements
- To liaise with licensing authorities and be the Designated Premises Supervisor (DPS)
- To support the Director of Production and Operations in ensuring that the repairs and maintenance of the theatre building and its (non-theatrical) equipment are maintained to agreed budgets.
- Responsibility for security of the theatre

3) Trading (Reporting to the Communications Director)

Overall responsibility

- To oversee the day to day running of the trading operation including bar, catering, merchandising, events and other areas.

Business Development

- To work with the Communications Director to drive the business forward, developing new income streams for the organisation.
- To contribute to developing a business plan for the trading operation which a particular focus on a plan for the building post refurbishment
- To assist in the finalisation of the refurbishment plans around the front of house and function/event areas
- To put together a staff structure which supports the business plan (within set budgets)
- Develop new business relationships with potential clients through attending networking events, building contacts and following up on introductions
- To develop relationships with catering and beverage suppliers, finding new and innovative ways of working with external suppliers
- To work with the Head of Development to cultivate new corporate funders

Event Management

- To promote and manage events (not performances), conferences, functions etc; liaising with external hirers, in-house technical staff and coordinating all activity relating to the events.
- To oversee events for other departments ie press nights, fundraising events etc.
- To work with the Communications Director to deliver a creative programme of events to support the main theatre programme including talks, open events, parties and other activities
- To act as point of liaison for event management companies, tourism agencies, conference and commercial booking services and to ensure that Bristol Old Vic has a high presence with these external agencies.
Financial Management

- To provide the Communications Director and Finance Director with accurate financial reports, helping to analyse profit and loss and act swiftly to make decisions which will improve profitability
- To overseeing banking, stock control and internal recharges and provide regular and accurate financial reports

Operational

- To oversee the running of the bars and catering, ensuring that members of staff are recruited and trained and that all areas of the bars and catering operation run smoothly.

5) ‘Project Welcome’ – Reporting jointly to the Director of Production and Operations and the Communications Director

- To play a key role in ‘Project Welcome’ – a project to ensure that artists, audiences and front line staff feel engaged with the organisation and at home in the building.
- To ensure that all public spaces and other spaces are welcoming and inviting, working with the Communications Team to achieve this
- Working alongside the Box Office Manager to motivate and train the front line staff, so that they reflect the values of Bristol Old Vic
- To welcome all companies, performers and artists when they are in the building and to ensure that they feel supported
- To help to create an atmosphere of creativity in the building that encourages artists and audiences to create and participate in our artistic programme.
Person Specification

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<th>Essential</th>
<th>Desirable</th>
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<tr>
<td>Passion for the arts and the vision of Bristol Old Vic</td>
<td>Personal Licence Holder</td>
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<td>Substantial experience in a customer facing operational role in a cultural venue, visitor attraction, catering, retail, hotel, restaurant, bar or other hospitality environment</td>
<td>Knowledge of DDA requirements and working with audiences/visitors with special needs</td>
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<td>Experience of managing a front line team of at least ten staff</td>
<td>Health and safety qualification</td>
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<td>Up to date knowledge on licensing and health and safety legislation</td>
<td>First aid trained</td>
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<td>Proven experience delivering commercial targets</td>
<td>Understanding of relevant HR practices</td>
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<td>Event Management experience</td>
<td>Good knowledge of promotional techniques, sales techniques and marketing</td>
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<td>Strong finance and administration skills</td>
<td>Recognised licensing qualification</td>
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<td>Proven ability to communicate effectively and confidently with diverse groups of people</td>
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<td>Excellent IT skills</td>
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<td>Experience overseeing a catering operation</td>
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Terms & Conditions

Salary: £25,000 - £28,000 pa dependant on experience.

Hours: The Theatre Manager is expected to work the hours that are necessary to fulfil their role, with no overtime or formal time off in lieu provision. Due to the requirements of this role, there will be a requirement to work occasional evenings and weekends.

Holiday/leave: 5.6 weeks (pro rata including bank holidays) initially, rising to 6.6 weeks (pro rata including bank holidays) after five year’s service.

Pension: Bristol Old Vic operates a stakeholder pension scheme, but does not contribute to it.

Notice: After a three month (12 week) probationary period, three months notice on either side.

Closing date: Friday 28 October at 5pm (there can be no exceptions)

Application is by Bristol Old Vic employer application form only, no CV’s will be accepted.