





# JOIN THE JOURNEY...



Tobacco Factory Theatres is a place of welcome and wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2023, we made our work more accessible than ever with 1,377 financial difficulty tickets issued for those who would not be able to attend at the standard or concessionary price. At Christmas we were delighted to offer our first, free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

2024 promises to be a very exciting year at TFT, with new in house productions and co-productions soon to be announced.

**Join the journey...**



# JOIN THE JOURNEY...

**Job Title:** Operations Admin Assistant  
**Reports To:** Head of Operations  
**Responsible for:** Theatre Volunteers

**SCOPE:**

The Operations Admin Assistant supports the Operations Team to ensure the Theatre office and building are running efficiently at all times. They will work from our reception desk, being the first point of contact for internal and external queries and all visitors using the building on a daily basis.

This role will oversee the opening of our building each day, ensuring the spaces are fit for purpose and refreshments are available. They will work closely with the Head of Operations to support procedures for the office, hires, recruitment and finance processing, ensuring the department functions efficiently at all times.

This is a part time position (24 hours a week) working 09:15-14:00 Monday - Friday.

## KEY RESPONSIBILITIES:

### Administration

- Welcoming and being the first point of contact for phone, email or in person enquiries to the Theatre on a daily basis. Assisting and referring enquiries as appropriate.
- Support all office and operational administration systems and procedures.
- Overseeing the safe and efficient working of all office equipment and supporting the ordering process for new equipment and office stationary supplies against the department budgets.
- Supporting the staff with office IT systems and being the daily main point of contact with our IT support supplier to resolve issues quickly.
- Assisting the Head of Operations with security, opening and locking the building and assessing and ensuring the required access permissions are in place for staff and visitors.
- Overseeing the theatre cleaning contract and conducting weekly quality checks.
- Performing regular Health & Safety checks and maintenance to ensure safety and security systems and procedures are in place and working effectively.
- Supporting with administration and operations tasks as required.
- Scheduling and minute taking minutes at full staff and Operations Team meetings and disseminating accordingly.
- Supporting the Head of Operations with the completing of organisational data and records for annual reports.

### Hires

- Assisting with the oversight of spaces on a daily basis to ensure spaces are set up and tidy, equipment is working, refreshments and catering are in place.
- Scheduling site visits for potential hire clients.
- Holding the hires calendar and taking hire bookings.
- Support the Operations Team with hire administration, including pencilling in dates, creating quotes, generating contracts and raising hire invoices.
- Liaising with external caterers as needed for bookings.
- Working with the Head of Operations to pre-actively recruit new clients to drive forward hire income.
- Maintain existing relationships with hirers.

## **HR**

- Assisting the Head of Operations in the delivery of the recruitment process. Including overseeing recruitment administration and inducting and on boarding of new staff.
- Assisting the Head of Operations with the monitoring process for policies and procedures, bringing review dates to the attention of the Executive Team.
- Supporting the process for collecting and securely storing anonymised data on employees and volunteers for monitoring and reporting purposes.
- To process DBS applications on behalf of Tobacco Factory Theatres.

## **Finance**

- Supporting with the daily finance administration, including the production of sales invoices, processing of purchase invoices, reconciliations of trade debtors, and the monitoring of the finance mailboxes.
- Monitoring the use, control and upkeep of the company petty cash and ensuring appropriate records and paperwork are kept.

## **Other**

- To be an informed and enthusiastic member of the team.
- To attend staff meetings and away days, and other theatre events including season launches and press nights.
- To attend productions & keep abreast of all activities in the Theatres.
- To abide by the Tobacco Factory Theatres policies and procedures.
- Any other duties as mutually agreed with the Head of Operations.

## **PERSON SPECIFICATION:**

### **We would like to hear from people who have:**

- Experience of working in a busy office or public facing administration role.
- Exceptional people skills, including verbal and written communications.
- Strong organisational skills, with meticulous attention to details.
- Experience of budgets and cash handling.
- The ability to multitask in a high-pressure environment.
- An entrepreneurial thinker with a can do approach to problem solving.
- Excellent IT skills.

### **Applicants may also have:**

- Experience of setting up, overseeing hired spaces and working with hire clients.
- Experience of the set up and overseeing of IT infrastructure.
- Experience of working with Google Calendar.
- Experience of working with Xero accounting software.



TERMS & CONDITIONS:

**Contract:**

1 Year Fixed Term

**Hours per week:**

24 hours per week (0.5 FTE)

**Annual salary:**

£24,000 pro rata

**Hours:**

09:15-14:00 x 5 days per week

**Holiday:**

30 days (pro rata) per annum inclusive of Bank Holidays

**Employer:**

Tobacco Factory Arts Trust

**Location of post:**

Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF

**Probation period:**

3 months in which notice period is one week on either side

**Notice thereafter:**

1 month

**APPLICATION PROCESS:**

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in 'We would like to hear from people who have'.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please email:

**[recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com)**

**To apply:**

Please email [recruitment@tobaccofactorytheatres.com](mailto:recruitment@tobaccofactorytheatres.com) with the subject 'Operations Admin Assistant' and include all of the following:

- Completed application form outlining your experience against the personal specification
- Or a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

**Deadline:**

10pm Sunday 16 June 2024

Applications received after this time cannot be considered

**Interviews:**

Thursday 20 June 2024

**Start date:**

ASAP following offer



# TOBACCO FACTORY THEATRES

[tobaccofactorytheatres.com](http://tobaccofactorytheatres.com)

*Tobacco Factory Theatres would like to thank Arts Council England and Bristol City Council  
for their continued support.*



Supported using public funding by  
**ARTS COUNCIL  
ENGLAND**

