



**TOBACCO
FACTORY
THEATRES**

JOIN THE JOURNEY...



As we countdown to our 21st birthday later this year, and celebrate our remarkable achievements over that time, we are also looking forward; planning and resourcing ourselves towards an exciting, sustainable and people focused future.

As part of this, we are looking to recruit six dynamic new team members across our Arts, Operations and Sales teams, to join the journey as we explore a thrilling new vision for our theatre.

Tobacco Factory Theatres is proud to be an entrepreneurial company which receives just 5% of public subsidy annually. The rest we create ourselves with our amazing team at our beautiful home in south Bristol. Innovation, hard work and a desire to provide a place of welcome and wonder for our communities is what continues to drive us forward.

Our incredible audiences and participants visit us in their tens of thousands annually, to enjoy over 300 shows with 200 children and adults also attending a course or workshop at the theatre every week.

We champion diversity and inclusion across all of our work and welcome applications from people of all backgrounds. We strongly 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'.

Join the journey...

Job Title: Operations Assistant
Reports To: Head of Operations

SCOPE:

The Operations 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 (20 hours a week) working 09:15-13:15 Monday – Friday from the first floor reception of our theatre office.

KEY RESPONSIBILITIES:

Administration

- 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.
- Welcome and induct visitors.
- 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 team 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.
- Performing regular Health & Safety checks and maintenance to always ensure safety and security.
- Supporting the Head of Operations and Operations team with the administration and operations tasks as required.

- Scheduling and taking minutes at Operation Team meetings.
- Supporting the Head of Operations with the compiling of organisational data and records for annual reports.
- Assisting the Box Office team with enquires and ticket processing if required.

Hires

- Conducting site visits for potential hire clients.
- Hold the meeting room calendar and take bookings as required.
- 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.
- Liaising with external caterers as needed for bookings.
- Working with the Head of Operations to pro-actively recruit new clients to drive forward hire income.
- Support the Head of Operations with Hire administration as required.

HR

- Assisting the Head of Operations in the delivery of the recruitment process. including posting jobs, 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.
- Supporting the recruitment of and scheduling of the Theatres' team of volunteers.

Finance

- Supporting the Head of Operations with 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 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 communication.
- Strong organisational skills, with meticulous attention to detail.
- 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 and overseeing hired spaces.
- Experience of working with Xero accounting software.
- Experience of the set up and overseeing of IT infrastructure.



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TERMS & CONDITIONS

Contract:

18 MONTH – Fixed Term Contract

Hours per week:

20 hours per week (0.5 FTE)

Annual salary:

£23,000 pro rata

Hours:

09:15-13:15 X 5 days per week

Holiday:

30 days pro rata including bank holidays.

Employer:

Tobacco Factory Arts Trust

Location of post:

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

Probation period:

Three months during which notice will be one week

Notice thereafter:

One month

APPLICATION PROCESS

All applications will be considered.

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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

To apply:

Please email recruitment@tobaccofactorytheatres.com with the subject 'Operations 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:

10am Tuesday 30 May 2023

Applications received after that time cannot be considered.

Interviews:

Friday 9 June 2023

Should we require second interviews these will take place on Wednesday 14 June 2023.

Start date:

ASAP following offer.

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tobaccofactorytheatres.com

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for their continued support.*



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**ARTS COUNCIL
ENGLAND**

