



Theatre Arts Action Trust (TAAT) - Job Profile

Job Title: Headgate Assistant

Reporting to: Headgate Manager

Line Managing: None

Hours: 15 hours per week including school holidays and occasional evening and weekend work as required. Expected working pattern Monday, Thursday and Friday 1pm – 6pm.

Purpose of the Role:

To act as the main point of welcome to the Headgate and to offer the highest levels of customer service to patrons and hirers in person, by telephone and by email. To maximise sales and to have an extensive knowledge of Theatre events. The postholder will be working independently following induction and familiarisation and will be required to undertake a Disclosure and Barring Service check.

Duties

1. To provide an efficient ticket sales service to telephone, email and walk in customers using Ticketsource, in accordance with Theatre protocols for maintaining the software content in a timely and accurate fashion. Highlight issues and discrepancies with the Headgate Manager
2. Ensure that all relevant production or event information is collated for duty managers and communicated appropriately, and provide front desk cover for events if required.
3. To provide a reception point for Theatre hirers, contractors and visitors and operate a signing-in system for all visitors and ensure the premises is fit for purpose for their use.
4. Where required ensure the smooth running of events such as conferences and meetings taking place in the building, including, but not limited to, setting out furniture, arranging and overseeing catering arrangements and equipment such as flipcharts, plasma screen, stationery etc.
5. To cover two duty manager shifts per month as required on dates agreed with the Headgate Manager and Volunteer Co-ordinator.
6. Support the Marketing and Publicity sub-group with the general marketing tasks including the updating of the website, drafting social media posts, distribution of posters and brochures and online listings. as required.
7. In conjunction with the Headgate Manager provide administrative and marketing support for the workshop programmes throughout the year
8. Operate and maintain a system for recording use of music that is liable for Performing Rights Society (PRS) reporting.

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9. Conduct daily checks of toilets and front of house areas and a weekly check of all stock including ice creams, premises, box office and office consumables, ensuring that stock levels are maintained and recorded and replacement is sourced from agreed suppliers.
10. To assist in maintaining the general cleanliness and tidiness of the foyer, leaflet displays and other public areas, having regard to Health and Safety legislation.
11. Maintain the first aid boxes with stock ensuring all contents are within their 'use by' dates.
12. Assist the Volunteer Coordinator in maintaining an efficient and effective system for the recruitment of volunteers and monitoring their training and activity.
13. In the absence of the Headgate Manager, to liaise with the nominated person[s] regarding issues relating to box office, productions or volunteers that may arise and which are beyond the knowledge base of the post holder.
14. Assist the Headgate Manager as required with other duties associated with the smooth running of the Theatre or promotion of events

Application details:

To apply please send a covering letter and CV to Katie Wright, Headgate Manager by email to info@headgatetheatre.co.uk

Closing date: Wednesday 14th July 2021

Interview dates: Wednesday 21st and Thursday 22nd July 2021

Basic Terms of Employment:

Rate of Pay: £10.00 per hour

Place of work: Headgate Theatre, 12-14 Chapel Street North, Colchester CO2 7AT

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