



Theatre Arts Action Trust (TAAT) - Job Profile

Job Title: Headgate Assistant

Reporting to: Headgate Manager

Line Managing: None

Hours: 25 hours per week including school holidays. Monday – Friday 1pm – 6pm.
Occasional evening and weekend work as required.

Would you like to be part of a thriving community theatre? Taking day to day responsibility of the box office and being the main point of contact welcoming touring shows into our auditorium. Supporting with coordination, recruitment and training our essential pool of volunteers who are crucial in keeping the Headgate Theatre running each week. This is a versatile, hands on theatre assistant role supporting the Headgate Manager and general running of the theatre with a variety of duties.

Main duties:

Box Office and Administration

The Headgate Assistant takes day to day ownership of the box office and reception area.

Duties include:

- Covering the box office during public opening hours and dealing with customer enquiries reactively throughout working hours.
- 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
- Managing ticket reservations following the theatre reservation policy
- Completing reconciliations for box office and bar/ice cream sales and weekly banking as required
- Responding to phone enquiries and emails from multiple inboxes ensuring enquiries are dealt with or distributed to other team members in a timely manner
- Taking ownership of the reception area ensuring it is clean and tidy at all times and in a usable state for all Duty Managers and volunteers who share this workspace.
- Ensuring the brochures, posters and flyers are kept well stocked and up to date throughout the building
- Completing various admin tasks such as PRS records, car parking reports and the “What’s On” Sheet
- 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.
- In conjunction with the Headgate Manager provide administrative and marketing support for the workshop programmes throughout the year

Volunteers

Supporting, training and rostering volunteers is a key part of this role. Duties will include:

- Creation and populating of the monthly cover rota, ensuring the theatre has sufficient volunteer cover at all times. Regular liaison with the Headgate Manager to highlight any issues or concerns with volunteer availability during busy times.
- Rostering volunteers using Google forms each month.
- Maintaining an efficient and effective system for the recruitment of volunteers and monitoring their training and activity.
- Organising the Headgate's involvement in Heritage Open Days and other volunteer recruitment events as required.
- Support with training and inductions for new volunteers as required.

Diary and Hirer Management

Show related tasks including

- Collating all relevant production information required for the preparation of Duty Manager Packs. Ensuring information is accurate and all required warning signs are displayed.
- Providing access to hirers and overseeing their "get in" to the theatre
- Ensure auditorium, technical box and dressing rooms are set up as required
- Completing health and safety checks for all production sets ensuring they met the Headgate Theatre's stringent health and safety policy

Hirer related tasks including

- Set up spaces for external hires as required (e.g. conference set up in Rehearsal Room)
- Support with running daytime events including refreshments and equipment
- Conduct hirer show rounds as required
- Deputise for the Headgate Manager with hire enquiries as required

Marketing and Publicity

Provide general marketing support to the Headgate Manager and the marketing and publicity sub-committee including:

- Create Facebook events for all shows
- Schedule social media posts on various social media channels
- Ownership of brochure and poster distribution using a network of volunteers
- Support with website updates
- Online listings

Premises and Health and Safety

Support with premises and health and safety issues as required. Including

- Updating the facilities log with any issues identified/made aware of
- Giving access to contractors for planned maintenance work as arranged by the Premises sub-group and/or Headgate Manager
- Maintain first aid boxes with stock ensuring all contents are within their 'use by' dates.
- Health and safety checks for all shows

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.

Assist the Headgate Manager as required with other duties associated with the smooth running of the Theatre or promotion of events as required

Application details:

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

Interviews will take place on a rolling basis until a suitable appointment is made. If you are interested in applying for this position, please do so immediately.

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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