

READING REP THEATRE

Job Application Pack





The History of Reading Rep

Reading is big enough to be a city – but it's not – it's the largest town in the UK. And yet in 2011 it had no producing theatre of its own. And so Paul Stacey founded Reading Rep in 2012 with a £500 overdraft and a vision: to help revitalise Reading's cultural landscape by making and creating the highest quality theatre – with, by and for Reading.

The company started out working from a small black box theatre belonging to Reading College. From this they produced their first plays on a shoestring – shows like *The Dumb Waiter*, *Miss Julie* and *The Nativity Play Goes Wrong* (a co-production with the Olivier Award-winning Mischief Theatre). These were brilliantly well received, and the 60-seat venue was bursting at the seams, proving the thirst for high quality theatre and culture in Reading.

From these humble beginnings the company has gone on to produce productions with many of the UK's leading emerging theatre-makers, including Barney Norris, Roy Alexander Weise and Cathal Cleary. Reading Rep's award-winning work (including productions such as *A Little History of the World*, *Disco Pigs* and *The Mountaintop*) has been co-produced with leading regional and London theatres including Nuffield Southampton Theatres, Arcola Theatre and Oxford Playhouse. Reading Rep-produced shows have toured both regionally and nationally – helping to put Reading firmly in the national cultural scene.

Reading Rep is not only about the work on stage. ENGAGE is our flagship community outreach programme founded in 2015, that exists to provide access to the arts to Reading's most vulnerable communities. We work with people with learning disabilities, the elderly, refugees and the homeless as well as dozens of nursery/primary/secondary and special schools. We run a year-round programme of workshops, delivered in partnership with Reading Libraries, Reading Borough Council, the Cultural Education Partnership, the NHS and numerous others, that has reached 15,000 children, young people and adults in the last 18 months alone.

Reading Rep Theatre has won numerous awards including the Judges Award at the 2019 Reading Cultural Awards for

Sustained Excellence, a Pride of Reading Cultural Contribution Award, and a Local Hero Award for our work with marginalised communities. Critical acclaim and sell out success meant that the company needed a permanent home, and in 2018 – just six years since the first production – they began raising funds to convert a former Salvation Army Hall into a 175 seat theatre and cultural hub.

After raising over £1million throughout the Coronavirus pandemic the company will open its new venue in 2021. Help us to make this vision a reality.





Reading Rep Theatre
Kings Road
Reading, RG1 4LY
Admin: 01189 554 757
readingrep.com
info@readingrep.com

Reading Repertory Theatre
Registered company no.: 7907370
Registered Charity no.: 1147048

JOB DESCRIPTION: Duty Manager (Fixed Term)

Purpose of the Role:

To supervise the Front of House activities at Reading Rep Theatre and ensure the safety and security of the building and its presentation to the public and visiting artists. To deliver excellent customer service, acting as the first point of call for customer enquiries. To adhere to all current licensing and health and safety policies.

Objectives:

- To act as Duty Manager for live events and activities across all spaces.
- To open or close the building in accordance with the set procedure and to carry out a full fire safety check at the start and end of each shift.
- Work with the General Manager to ensure the building complies with all health and safety and licensing policies.
- Confidently supervise a team of casuals and volunteers to deliver excellent customer service and maximise the audience experience, managing breaks and motivating staff and/or volunteers.
- Take a lead role in the managing of incidents and emergencies whilst on duty.
- Ensure the building is safe and presentable for visitors.

Responsibilities:

Box Office

- To be fully trained in Box Office operations and responsible for answering the phone, responding to emails processing bookings and dealing with enquiries.



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Bar.

- Support casual staff on the bar during operating hours and when covering breaks.
- Oversee and maintain stock levels and rotation behind the bar.
- Ensure all licensing laws are upheld.

Front of House

- Understand and lead on, the implementation of the theatre's emergency and health and safety procedures and policies.
- To actively maintain all public spaces Front of House, ensuring a safe and welcoming environment.
- To accommodate and assist access customers and ensure their individual requirements are met.
- To accommodate latecomers and always plan ahead to ensure there is sufficient accessible seating.
- To allocate pre and post show tasks to volunteers.

Building Operations

- Be responsible for opening and closing the building, and complete all necessary security and safety checks.
- Ensure the building is kept clean and tidy during and after shifts (this role will include some cleaning duties).

General

- To always act in the best interests of Reading Rep Theatre.
- To provide excellent customer service to all visitors.
- To be knowledgeable on the upcoming programme of events.



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PERSON SPECIFICATION:

Essential:

- Keen interest in the arts.
- Excellent organisational skills and ability to prioritise and multitask.
- Experience working within a busy customer facing environment.
- Excellent attention to detail.
- Excellent communication skills (both written and verbal) and interpersonal skills with people at all levels, both internally and externally.
- Proficient IT skills.

Desirable:

- Experience leading a team and motivating team members on shift.
- Experience of working in an arts organisation.
- Have a valid first aid qualification.
- Experience of duty managing.

JOB SUMMARY:

Responsible to: General Manager

Line Manager: General Manager

Responsible for: Volunteers, Casual Theatre Assistants

Salary: £12 ph

Hours: 20 Hours over 7 days, between 9am - 11pm

Contract: Fixed Term Contract - 7 weeks (ideally available to start w/c 3rd April)

Probation period: 1 month

Start Date: To be decided with the candidate.

Notice Period: 2 weeks

Location: Reading Rep Theatre, Kings Road, Reading, RG1 4LY. We have an admin office in the adjoining Reading College Campus.



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To apply: Please send a CV and cover letter to jobs@readingrep.com with the subject DUTY MANAGER. Please note this is a rolling recruitment process and we will be contacting and interviewing suitable candidates as applications are submitted. The deadline is 5pm on Friday 24th March.

All staff are expected to take an active part in the artistic life of the organisation.

We actively encourage people from a variety of backgrounds with different skills and stories to join us and influence and develop our working practice. We are particularly keen to hear from people of colour and candidates who self-identify as disabled. Reading Rep Theatre is committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.