

ADMINISTRATIVE ASSISTANT

Salary: £26-28k

Purpose

To manage the day to day needs of the general office and support functions of the Shaftesbury Theatre ensuring that all departments can function appropriately with the relevant level of administrative support. The postholder provides direct administrative support to the Chief Executive and Theatre General Manager. They report to the Chief Executive on all matters. Their line manager is the Chief Executive.

All departments within the Theatre rely on access to administrative support, equipment and supplies which enables them to conduct their functions efficiently and appropriately with the public, artists, producers and others. The Administrative Assistant is critical in this provision to ensure the smooth operation of the Theatre taking direct instruction from both the Chief Executive and Theatre General Manager. The postholder has a key role as an interface for the Senior Management team both internally and externally and must be informed and thoughtful in fulfilling their duties.

Duties

- To provide an efficient and welcoming administrative service to the public, artists, producers and managements visiting and working at the Theatre.
- To be the first point for all enquiries of an administrative nature including production and hire enquiries.
- To provide informed and accurate information to the public, in person, on the phone, by letter or electronic communication.
- To work in close liaison with the senior management team in managing and delivering an effective and efficient level of administration for the Theatre and for producers and others who interface with the Theatre.
- To manage all office equipment for the efficient operation of the administration functions. Ensuring adherence to operational procedures, effective routine maintenance, cleaning and implementation of any agreed programme of replacement.
- To provide administrative support to the Senior Managers.
- To co-ordinate all meetings, catering, travel, theatre tickets and accommodation as instructed by the Chief Executive.
- To manage all mail, both incoming and outgoing, efficiently to ensure that all correspondence is dealt with appropriately, speedily and accurately with attention paid to the highest standards of presentation.
- To work in close liaison with the Senior Management and HOD's on the administration of the company's HR Management System.
- To maintain effective files of all correspondence, dealing with requests and complaints in an efficient and polite manner.

Shaftesbury Theatre

- To manage and maintain the Company's website, including its interface with the Box Office system, social media and all current and emerging forms of digital communication.
- To work in close collaboration with the Chief Executive in the production of the Theatre's programmes and publications including sourcing potential advertisers and to monitor and maintain stock levels.
- To lead the Company's programme of access performances co-ordinating with both producers and service providers to ensure the highest standard of provision.
- To work on any special project as identified by the Chief Executive.
- To support Theatre of Comedy Company's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To comply with Theatre of Comedy Company's Equal Opportunities and Health and Safety Policies at all times.

Person Specification

Essential

- Educated to degree level or equivalent
- Numerically literate
- Excellent spoken and written English
- The ability to work to tight deadlines
- A flexible attitude to working patterns
- The ability to communicate effectively at all levels
- The ability to handle and maintain confidential information
- Computer literate (use of Microsoft Office)
- A passion for Theatre
- Good personal presentation and customer focused skills
- Self-motivated

Desirable

- To be well read
- An interest in Television and Radio production
- The ability to travel
- The ability to take initiative
- Good social skills
- To be a team player