

Application Information

Dear Applicant

Thank you for your interest in the position of **Operations Assistant** with NST, Nuffield Southampton Theatres.

To apply you will need to complete an application form and equal opportunities monitoring form which can be found on the NST website. When doing so, please follow these instructions:

- Please ensure you complete all parts of the application form as fully as possible.
- In the *supporting information* statement of the application form, please include why you are interested in this post and what skills and experience you will bring to the role from present and previous experience.
- Your application must be emailed to NST by **midday Friday 16 February 2018**
- Your application should be emailed to Alison Thurley alison.thurley@nstheatres.co.uk
- We are happy to accept applications in alternative formats from applicants who, for reasons of disability, may find it difficult to fill in our standard forms. If you wish to submit such an application please make sure you provide answers to all of the questions asked. We are happy to supply these in an alternative format if required.

Please note that interviews will take place at NST, University Road, Southampton **w/c 19 February 2018**.

Many thanks for your interest in NST.

Yours faithfully

Caroline Routh
Executive Director
NST

Information about Nuffield Southampton Theatres (NST)

Set up as an independent trust in 1982, NST is a producing theatre company based in Southampton. It is an Arts Council England National Portfolio Organisation and is also funded by Southampton City Council and the University of Southampton.

NST is one of the UK's leading professional theatre companies, producing and presenting work in a range of spaces alongside developing professional talent and offering a comprehensive range of educational and participatory activities. The company is led by Samuel Hodges, supported by a team of associates: directors Blanche McIntyre, Natalie Abrahami and Michael Longhurst, designer Tom Scutt, playwright Adam Brace, choreographer Drew McOnie and poet Inua Ellams.

NST develops and produces work with some of the UK's most exciting and dynamic regional theatres and companies – a practice which has established a vibrant artistic network and body of work for audiences. In 2017 NST co-produced with Liverpool Everyman and Playhouse, Headlong, West Yorkshire Playhouse, Nottingham Playhouse and Royal & Derngate, and future productions include the world premiere of *The Shadow Factory* and a contemporary version of *A Streetcar Named Desire* which will open at NST City and then go on a national tour. High quality touring work (recent companies include Graeae, Frantic Assembly and Bristol Old Vic) make up a programme which also includes a regular comedy strand, a growing emphasis on work for children, and a commitment to festivals to celebrate particular themes and art-forms.

NST is a multi-award winning company, including Best Director UK Theatre Awards 2014 (*The Seagull*), Regional Theatre of the Year at The Stage Awards 2015, Best Design UK Theatre Awards 2015 (*The Hudsucker Proxy*), and the 2017 Renee Stepham UK Theatre Award for Best Presentation of Touring Theatre (*Fantastic Mr Fox*). And in 2017 NST took on the running of NST City – the north building within Southampton's new city centre arts venue known as Studio 144 – whilst continuing to run NST Campus, its existing 490 seater theatre based at the University of Southampton. NST City houses a 447 seat main house theatre, a 138 seat studio, screening facilities, rehearsal and education spaces and a café bar and bistro. NST has taken on a strategic lead role in co-ordinating creative partnerships within the complex and the city and working closely with the John Hansard Gallery and City Eye who will be resident in the adjacent south building.

NST aims to be a major cultural force for Southampton offering the highest quality opportunities for the widest possible range of audiences and participants; providing an essential home to support artistic practice for the region; and playing a key role in championing the value of culture locally. Both of NST's sites will be core to delivering this integrated programme: its campus base at NST Campus, where it will work in an increasingly strategic partnership with the University of Southampton; and its new city centre base, which will be an anchor and hub for the city's burgeoning Cultural Quarter.

NUFFIELD SOUTHAMPTON THEATRES

JOB DESCRIPTION: OPERATIONS ASSISTANT

Responsible to: **Head of Operations**

Responsible for: **n/a**

Position Summary

The Operations Assistant is a key role within the Operations team, helping to create and maintain a safe and welcoming environment at all times for customers at NST Campus and NST City.

Key Responsibilities:

Operations and Front of House

- To help ensure that customer service and facilities are always provided to the highest possible standard and to identify where improvements can be made;
- To be part of the team to open up the building in preparation for staff and then public access in the morning;
- To complete a building check of all areas in the morning and report on issues of security, maintenance, Health and Safety and housekeeping to the Front of House Manager;
- To monitor security of the building at all times;
- To liaise with cleaning contractors and ensure event/rehearsal space housekeeping requirements are appropriately communicated;
- To assist the Operations team with other general maintenance and operational duties, including cleaning and tidying key areas;
- To be actively Health and Safety conscious within the building, helping to ensure the safety and well-being of all persons is maintained;
- To complete regular checks of First Aid kits, and ensure they are stocked appropriately;
- To keep all front of house COSHH records up to date;
- To monitor safe storage of all chemicals and cleaning products front of house, reporting any issues to Front of House Manager;
- To ensure that in all ways front of house supports the brand values of NST;

Events and Commercial Activity

- In consultation with the Head of Operations and the Theatre & Events Manager, to support the planning and delivery of private events, meetings, visitors, and other non-performance events;
- To support the Head of Operations in developing internal processes of catering and event provision, liaising with other departments and operations staff under the direction of your line manager.

Welcome Desk

- To monitor and prepare for the day's upcoming activities, meetings, and events through reference to theatre's building space management system, Artifax;
- In conjunction with the PA/Receptionist, to act as the first point of contact for visitors to the building, both during the day and for evening performances and events, and to provide assistance whenever required;
- In conjunction with the PA/Receptionist, to operate the company switchboard, receiving incoming calls and ensuring that callers are put through to the correct extension and taking messages;
- To ensure that the foyer, reception area, stage door lobby and outer areas are kept in a clean and tidy manner;
- To ensure that backstage areas of the theatre are kept secure while staff, actors and youth theatre are present;
- To check, sort and distribute all deliveries including Royal Mail post and couriered deliveries;
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Security & Fire

- Working to Head of Operations, to take an active role in ensuring the safety and security of the building, investigating potential breaches as may be necessary;
- To monitor the intruder alarm system and report any faults or issues as appropriate;
- To monitor the fire alarm panel and deal with faults or activations as appropriate, and to be a member of the team with responsibility for evacuating the building following procedure as required;
- To monitor firefighting equipment and alert line manager of any relevant issues;
- To complete regular fire evacuation checks of the building, recording and reporting any relevant issues;
- To assist with detailed fire alarm system tests on a weekly basis;
- To assist line manager with fire evacuation training for Front of House Staff;

General Duties

- To attend regular staff meetings and other departmental meetings as required;
- To carry out administrative tasks that arise from the job;
- To undertake additional duties as may reasonably be required.

NB this role will include working nights and over the public holiday periods, when rota'd

About role statements

As NST evolves to meet the changing needs of a producing company the roles required of all staff will evolve. As such staff should note that this document is not intended to represent the role that the incumbent will perform in perpetuity. This role statement is intended to provide an overall view of the role as at the date of this statement.

PERSON SPECIFICATION

ESSENTIAL

- Confident and comfortable working in a front desk position both during the day and at night in a publicly accessible building
- Good telephone manner and communication/interpersonal skills
- High levels of initiative
- Willingness to help
- Willing and able to do manual/cleaning work
- Trustworthy
- Methodical, organised, and reliable
- Understanding of Health & Safety procedures
- Basic computer skills and knowledge of Microsoft Outlook, Excel, and Word

DESIRABLE

- Knowledge and understanding of Artifax and Spektrix
- Previous experience in a similar role
- Previous security experience
- First Aider or willingness to undergo training

REMUNERATION AND HOURS

Salary Range: £14,566 - £16,646

Hours: 35 hours

Holiday: 25 days a year (plus Bank Holidays)

Pension: Standard auto-enrolment pension scheme in operation

Other benefits: University Car Parking loan, theatre tickets, training and development opportunities

Location: This position is based at NST City, Above Bar, Southampton SO14 7DU but role holders will also be required to attend meetings at NST Campus from time to time.

Probation: This appointment is subject to a minimum six-month probationary period