



The Shaw Theatre is a commercial 446 seat hire only venue owned and operated by the four-star hotel Pullman London St Pancras part of the Accor group. The Shaw Theatre plays host to an electric programme of artistic hires and corporate conferences.

Please note there is no opportunity to programme at the Shaw Theatre.

ASSITANT THEATRE MANAGER

The assistant theatre manager will work alongside the theatre manager to secure artistic hirers of a high standard within a highly in demand central London venue. The role also includes the effective management of staff, freelance technicians, inventory and administrative resources and to ensure a safe and welcoming environment for all visitors, freelance/contract staff, hirers and staff.

JOB DESCRIPTION

Job Title: ASSISTANT THEATRE MANAGER
Responsible to: Theatre Manager
Responsible for: Duty Manager, Front of House Assistants

DUTIES

CUSTOMER SERVICE

- Welcome all customers in a polite and enthusiastic manner, and to ensure a high standard is delivered to all who enter the building.
- To ensure the Shaw has a proactive approach to delivering an inclusive and accessible experience to a diverse audience base.
- To work within the sales team offering the highest level of attention to clients.

HEALTH AND SAFETY

- Be fully conversant with the appropriate emergency and evacuation procedures and assist with all evacuations of the Theatre.
- In conjunction with the Theatre Manager, to ensure that the ACCOR Health and Safety Policy is fully promoted and arrangements have been made to carry out that policy.
- To consult with the Shaw Theatre Manager, Pullman Maintenance Manager and ACCOR Health and Safety Manager to report, plan and implement a proactive maintenance and safe working environment/systems.
- To carry out staff fire and escape drills as required under the terms of the Theatre licence.
- To work proactively with the designated freelance technician to ensure all health and safety requirements are met throughout when the theatre is in use.

MARKETING

- To present the Shaw as welcoming, accessible, and professional to all customers.
- To operate the theatres social media channels alongside the theatre manager.
- To be proactive in building the reputation of the Shaw Theatre.

ADMINISTRATION

- In conjunction with the Theatre Manager, or in their absence, the completion and issuing of staff rotas and payroll.
- To attend internal Pullman meetings/external ACCOR meetings, as well as external industry, community and events and meetings on behalf of the Theatre Manager as and when required.
- To engage and support all departments in the delivery of the Pullman/ACCOR vision and values.
- To accurately charge hirers and promptly submit PRS paperwork.

STAFF MANAGEMENT

- To be proactive in the successful management of all team members within the theatre department.
- To work alongside the Theatre Manager to ensure all new department paperwork and training is completed in a timely manner and ensure training is kept up to date.
- To maintain a professional and pro-active attitude at all times, promote high standards of service, motivate, coach and monitor performance and to ensure staff welfare.

- To foster a positive working environment amongst theatre and Pullman staff, ensuring appropriate development opportunities are provided when deemed suitable.

FINANCIAL MANAGMENT

- To be trained in Opera/Delphi or any current/relevant sales software in order to independently secure and organise hires from first contact, signature of contract, function sheets, completion of event in line with the ACCOR/Pullman Sales department protocols and systems in order to optimise revenue generation and smooth running of accounts and operations.
- To take ownership of personal revenue generation targets, as set by the Theatre Manager.
- Reconcile box office, merchandise and ancillary sales for ACCOR and hirer records.
- To work closely with the Shaw Theatre Manager to manage and achieve the venues budget/sales model.
- To be proactive in generating new clients.

VENUE MANAGEMENT

- To duty manage artistic performances, technical days, and corporate events as needed.
- To be a proactive member of the theatre management team to ensure that all clients receive the highest level of service.
- To act as First Aider at all times.

GENERAL

- To be a proactive member of the Accor team supporting the management of both the Shaw Theatre and the Pullman London St Pancras.
- Undertake any other duties that may be required by the Theatre Manager.

PERSON SPECIFICATION

SKILLS

- Excellent customer service skills
- Excellent communication skills
- Attention to detail
- Ability to multitask
- Reliability and flexibility
- Enjoys variety in their work and willing to undertake a wide range of tasks as required

QUALITIES

- Confidence
- Able to demonstrate imitative
- Professional attitude towards work
- Adaptable and able to remain calm under pressure
- Takes a positive and measured approach to overcoming challenge
- Able to balance and draw upon a passion for the arts/events within a commercial role

EXPERIENCE

- Duty Management experience within the arts industry
- Excellent understanding of the Health & Safety requirements associated with Theatre management
- Ability and willingness to adapt style to build relationships and establish credibility with colleagues and the public
- Proficient I.T. skills including Microsoft Office, Excel and Outlook

TERMS AND CONDITIONS

Terms of Employment

This is a permanent full time 40 hours per week contract.

Salary

£24,000 plus the potential to earn 8% in annual bonus.

Hours

You will be required to work evenings, weekends, and bank holidays.