

# Administration Manager

## **DARTFORD** **ORCHARD THEATRE**

Job Description  
Person Specification

January 2019

[orchardtheatre.org.uk](http://orchardtheatre.org.uk)  
[hqtheatres.com](http://hqtheatres.com)



**hq**  
**THEATRES &  
HOSPITALITY**  
The UK's premier provider of  
live entertainment and hospitality

**The Orchard Theatre, Dartford** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

**The Orchard Theatre, Dartford** is conveniently located in the heart of Dartford's town centre and attracts the latest and most sought after touring productions in the UK. We offer a range of entertainment from leading West End musicals, top comedians, bands, dramas, dance, classical music and opera. And of course, our ever popular annual pantomimes.

The Orchard Theatre was officially opened on the 14th April 1983 by His Royal Highness The Duke of Kent and quickly gained a reputation as one of the country's premier venues presenting a remarkable range of entertainment. Since opening, The Orchard Theatre has enjoyed incredible success by opening its doors to some of the biggest and most respected names in the fields of arts and entertainment

**Employment type:** Full Time

**Salary:** c. £27,000 p.a. dependent on experience, ability and potential

**Bonus potential:** You will have the opportunity to earn a performance-related discretionary bonus of up to 5% of your basic salary, linked to successful achievement of agreed objectives.

**Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours may include evenings, weekends and Bank Holidays.

**Work location:** You will be based at The Orchard Theatre Dartford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

**Purpose of the role:** The Administration Manager's contribution to the achievement of the Orchard Theatre financial and service target is to provide a dependable system of administration, HR and internal communications support which is effective, cohesive, and comprehensible to all within the Orchard Theatre and within HQ Theatres and Hospitality (HQT&T).

**Our ideal candidate:** We are looking for candidates who should possess fantastic interpersonal skills and can be a strong leader. They need to be highly organised and have experience in people management. They should also be an excellent communicator both orally and in writing.

**For an informal discussion contact:** Lorna Strawson, Theatre Director Associate, 01322 220099, [lstrawson@orchardtheatre.co.uk](mailto:lstrawson@orchardtheatre.co.uk)

**Closing date:** 18:00, Friday 8<sup>th</sup> February

**How to apply:** Send your application form and a covering letter to [lstrawson@orchardtheatre.co.uk](mailto:lstrawson@orchardtheatre.co.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to The Theatre Director - Associate.

## KEY ACCOUNTABILITIES

### Strategic

- Ensure staff members and managers are aware of and kept abreast of changes to Company policies, procedures, documents and information.
- Assist the venue's senior management team in developing, co-ordinating and annually reviewing any local policies, templates and/or practices required for the venue's operation.
- Maintain and grow operationally effective communication systems, ensuring all staff members, internal and external partners are at all times fully and accurately briefed.
- Maintain and grow a broad knowledge of the venue's personnel, programming, events and offers, action plans, services and facilities.

### Employment and Payroll

- Accurately prepare, disseminate and monitor the return of employment contracts and all associated paperwork in accordance with payroll deadlines.
- Under guidance of the payroll department, maintain and submit all required payroll information, ensuring all venue staff are paid accurately and on time.
- Oversee, co-ordinate and steer the accurate and timely production and processing of timesheets, overtime and other expense claims, ensuring appropriate authorisation in accordance with Company policy.
- Maintain and keep up to date electronic and manual personnel records for all venue staff in line with Company guidance and data protection legislation.
- With the aim of sourcing, recruiting and retaining the best talent, support recruiting managers, as and when required on staff engagement, including advertising, references and right to work checks, ensuring legislative procedures are adhered to.
- In liaison with the Company's HR Manager, provide generalist HR support and employee relations advice to the Theatre Director and line managers in respect of managing work performance, disciplinary, grievance and any other employment-related issues as and when they arise.
- In liaison with the Company's HR and payroll managers, provide up to date and accurate benefits, employee rights and associated information and guidance to managers and staff members.
- Ensure current employment legislation, statutory obligations and procedures are adhered to at all times, in liaison with and under the guidance of the Company's payroll and HR managers.
- In liaison with line managers, co-ordinate and oversee attendance record keeping, including working time, annual leave and health-related absences.

## Programme co-ordination

- Accurately and efficiently prepare, disseminate and monitor the return of show/event contracts, advances, settlements and ancillary correspondence, as appropriate.
- Maintain and grow positive working relationships with clients and potential clients, including commercial and community promoters, producers and hirers, enabling continuing programme liaison in the absence of the Theatre Director.
- Accurately maintain the venue's electronic show and event diary (Artifax).
- Manage complimentary ticket allocations to charitable or similar organisations and keep records in line with theatre procedures.

## Financial

- Control assigned administration budgets such as stationery, office equipment, telephones, training, recruitment and postage.
- Undertake responsibility, security and control of petty cash in accordance with Company policy.
- Undertake responsibility for processing credit card and banking transactions.
- Prepare and disseminate, as required, accurate and prompt financial data such as (but not limited to) transaction records, purchase orders and invoices in accordance with Company financial policies, guidance and systems.

## Administration

- Adopt a reactive and flexible approach to planning, prioritising and implementing day to day administration at The Orchard Theatre, including drafting and preparing emails, letters, reports, minutes, forms and procedures.
- Provide general administrative support to the Theatre Director and senior management team as required.
- Maintain and co-ordinate the venue's electronic and manual filing systems and records.
- Provide general administrative support as required including office management, reception duties, meeting clients, diary management, telephone answering, organising post, couriers, general supplies etc, as required.
- Ensure satisfactory storage, organisation, maintenance and security of stationery and office-related stock and machinery.
- Support The Orchard Theatres management team in organising and managing electronic and paper-based business documentation, ensuring it is kept up to date.
- Organise, attend and proactively contribute to meetings as required, preparing agendas, acting as note taker and observing sensitivity and confidentiality where appropriate.
- Respond to, in accordance with the companies policy, all customer feedback and ensure customer satisfaction for every interaction.
- On a monthly basis, prepare and gather information from appropriate managers required to report to Dartford Borough Council.

## Health & Safety

- Support managers in the dissemination, implementation and promotion of Company and local health and safety procedures and best practice.
- Ensure Display Screen Equipment assessments are undertaken at least annually and that identified actions and reasonable adjustments are followed through, in liaison with line managers.

## Recruitment, Training and Development

- Assist and support managers in the effective planning and co-ordination of staff training, development and learning within the venue's training budget limits.
- Accurately maintain training records and systems, providing training reports and information to line managers as required.
- As required, instruct and guide colleagues regarding administration processes and procedures, ensuring venue-wide adherence to high standards of administrative practice at all times.
- Undertake training and development relevant to the successful execution of the job role.

## Other Responsibilities

- Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
- At all times, act as an ambassador for the venue and HQT&H.
- As requested by the Theatre Director, be able to travel to and work from The Churchill Theatre, Bromley on various special administration projects including but not limited to cohesive programming, show contracting and other similar tasks.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

### Experience

- A minimum of two years' experience and evidence of effective management of administrative systems and procedures.
- A minimum of two years' experience administering effective staff recruitment and engagement.
- Proven experience of cash handling, budget control and maintaining accurate financial records.

### Skills

- At least intermediate level of competency using Outlook, Word and Excel.
- Excellent written and verbal communication abilities in dealing with colleagues, the public, stakeholders and industry colleagues.
- The ability to communicate across multiple levels with sensitivity, discretion and confidentiality.
- Excellent numerical skills.
- Experience of and the ability to accurately note and transcribe meeting minutes.
- Excellent organisational skills and the ability to delegate effectively to others.
- The ability to work calmly and effectively in a pressurised work environment.

### Knowledge

- At least a basic working knowledge of HR, employment law and legislation.

### Attitude

- A strong service focus and a genuine desire to deliver an excellent customer experience.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- A willingness to work occasional evenings, weekends and/or Bank Holidays if the job role requires.
- A willingness to undertake training, learning and development relevant to the job role.
- An interest in and enthusiasm for live theatre, entertainment and hospitality.

### Desirable

- Advanced level Excel and Word skills/qualification.
- Health and Safety for Managers, or similar training qualification.
- Train the Trainer qualification and/or experience of delivering effective in-house training.
- A working knowledge of Artifax and Audience View.
- Management qualification to at least NVQ Level 3 or similar.
- Experience of administering accurate payroll reporting and/or systems.
- Proven experience as a successful manager, leader and motivator.
- Previous professional work experience in an HR advice capacity.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent customer service.