Job Description

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| **Job Title:** | Theatre Manager |
| **Team/Service:** | Culture and Events |
| **Business Unit:** | Community and Customer Services |
| **Commissioning Area** | Joint Operations Team |
| **Responsible To: *(day to day issues)*** | Service Manager: Culture and Events |
| **Accountable To: *(line manager)*** | Service Manager: Culture and Events |
| **Salary Grade:** | Grade K |

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| 1. **Key Purpose of Job**    1. To be accountable for the management of Palace Theatre in order to provide an efficient, economic and effective delivery.    2. To be responsible officer and licensee for the Palace Theatre operations ensuring this service is managed at financial breakeven.    3. To be responsible for the other services using the Theatre e.g. Torbay Acting Factory, Doorstep Arts, ROC ensuring this service is managed on a break even basis.    4. To support the theatre and the performing arts activity across Torbay. |

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| 1. **Anticipated Outcomes of Post**    1. The community can get fair access to theatre assets managed by the Council.    2. Development of Palace Theatre to ensure long term financial stability of the service and associated functions.    3. Efficiency and effectiveness of the delivery of the theatres service is demonstrated through good financial management, high quality product and good management practice.    4. Customers will experience a high level of customer service and range of choice throughout the theatres service.    5. That relationships are maintained to help sustain the delivery of the service where provided by the community, voluntary and private sector. |

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| 1. **List Key Duties and accountabilities of the post**     1. Accountable for the efficient and effective operation and management of Palace Theatre and to be responsible for its development as a high quality hire facility for use by professional and amateur companies a like.    2. Identifying means of sponsorship, philanthropy and other income to promote theatre and the performing arts to maximise income.    3. Accountable and responsible for the cost effective operation of the Palace Theatre.    4. Responsible for the successful promotion of venues and facilities for events and the venues available for private hire.    5. Develop a programme of arts and entertainments within the appropriate budgets to provide high quality public interventions to meet the customer demand.    6. Promote a climate of support for innovation, diversity and creative excellence across Torbay.    7. Develop industries as growth areas contributing to the local economy of the area.    8. Assist the Service Manager: Culture and Events with the development of policies, delivery of the objectives and business plans for theatre services as required.    9. To be accountable to the Service Manager: Culture and Events for managing the staff, buildings, assets and budget resources for Palace Theatre,    10. To develop levels of services in professional areas and for customer service, and to monitor this performance against targets.    11. To be accountable for the performance of key local performance indicators including the close management of budgets to ensure the most efficient delivery of the service is achieved. |

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| 1. **Give examples of the typical types of problems and decisions the post will be required to make**    1. Identifying and rectifying non compliance or performance against published levels of service or policies.    2. Ensuring the services breakeven by managing negotiations with hire and production companies and controlling expenditure tightly    3. As the licensee (DPS) for the Palace Theatre, ensuring appropriate legal requirements are met.    4. Decision making on all service areas under the direct control of the post, dealing with staff and resource issues as they arise. |

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| 1. **Budgetary / Financial Responsibilities of the post**    1. Responsible for the financial management and budgets for the Palace Theatre,. This includes being accountable for the security and management of the Box Office system, payments to artists and payment of commissions. |

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| 1. **Supervision / Line Management Responsibilities of the post ( Please show / provide organisation structure as an appendices, showing official reporting lines**    1. Management of the Theatres Team (permanent and temporary staff) |

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| 1. **Working Environment & Conditions of the post**    1. An average day will involve managing a theatre environment which includes a high proportion of working in the evening or during the weekend. |

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| 1. **Physical Demands of the post**    1. In the most part normal office function requirements.    2. On occasions some manual handling and physical exertion is required related to the service area. |

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| 1. **Specific Resources used by the post**     1. Specialist computer systems relating to sales and management service area. |

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| 1. **Key Contacts and Relationships**    1. **External**   Business and creative sector representatives.  Professional organisations and associations.  Local, regional and national theatre groups and associations  Theatres and associated groups.   * 1. **Internal**   Senior Officers.  Mayor and Councillors.  Business Unit Managers.  Torbay Development Agency.  English Riviera Tourism Company. |

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| 1. **Other Duties**   To undertake additional duties as required, commensurate with the level of the job. |

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| Other InformationAll staff must commit to Equal Opportunities and Anti-Discriminatory Practice.  1. The Council operates a Smoke-Free Policy and the post-holder is prohibited from smoking in any of the Council's buildings (including Council owned and Council leased buildings, but excluding designated areas in residential schemes), enclosed spaces within the curtilage of buildings, and Council vehicles. The Council does not permit smoking breaks within work time; however, in services where the flexi-scheme is in operation, employees may take reasonable break times outside of core hours, in accordance with flexi-time arrangements. Employees should follow the flexi-scheme procedure for agreeing time away from their duties in the normal manner with their immediate colleagues and line manager, with break start and finish times being recorded, as with any other break-time arrangement. 2. The post-holder is expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures. 3. The post-holder must comply with the Council’s Health and Safety requirements as outlined in the H&S policy appropriate to the role. 4. This post is based at [insert a location] but the post holder may be required to move their base to any other location within the Council at a future date.   f) You will be asked to complete a Criminal Records Self Declaration Form. Criminal convictions will only be taken into account when they are relevant to the post. You will only be asked to disclose ‘unspent’ convictions    . |

**Person Specification**

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| **Note for Candidate**  **All Candidates**  The supporting statement on your application form will be used to assess ability to meet the essential requirements of the role, so you should explain how you meet each of the numbered essential requirements within your supporting statement.    In a competitive situation, the desirable criteria may be taken into consideration, so you are encouraged to show how you also meet each of the desirable criteria. Candidates who consider that they have a disabilityReasonable adjustments will be made to the job, job requirements or recruitment process for candidates with a disability.If you consider yourself to have a disability you should indicate this on your application form, providing any information you would like us to take into account with regard to your disability in order to offer a fair selection interview.Where ever possible and reasonable we will make adjustments and offer alternatives to help you through the application and selection process.If you have indicated that you have a disability on your application form you will be guaranteed an interview if you clearly demonstrate in your supporting evidence how you broadly meet the essential requirements of the role. |

**Person Specification**

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| **Job Title:** | **Theatre Manager** | **Business Unit:** | **Community and Customer Services** | **Team/**  **Service:** | **Culture and Events** |

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| **Essential Skills and Effectiveness:** | **Desirable Skills and Effectiveness:** |
| 1. Proven staff management skills 2. Well developed interpersonal and communication skills 3. Well developed negotiation and advocacy skills 4. Ability to cope with conflicting demands and deadlines 5. Well developed customer service skills 6. Efficient and effective financial management skills 7. Confident presentation skills 8. Managing conflict in the workplace |  |

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| **Essential Knowledge:** | **Desirable Knowledge:** |
| 1. Well developed knowledge of theatres and the creative sectors 2. Understanding of customer service functions and practices 3. Extensive understanding of management of audiences and crowd control procedures 4. Well developed knowledge of Health and Safety regulations in relation to theatres and performance | 1. Knowledge of working with volunteers and Friends Groups |

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| **Essential Experience/Achievements:** | **Desirable Experience/Achievements:** |
| 1. Successful management of theatres 2. Experience of managing budgets in a theatre environment 3. Delivery of successful projects 4. Working successfully with Elected Members, the public and external agencies and partner organisations | 1. Experience of working with the voluntary sector 2. Successful track record of fund raising |

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| **Essential Qualifications/Professional Memberships:** | **Desirable Qualifications/Professional Memberships:** |
| 1. Educated to degree level or equivalent   18. Ability to hold a Designated Premises supervisor role under Licensing Act 2003 | 1. Management qualification 2. Professional qualification in a related or associated discipline |

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| Essential – Other requirements of the job role  * Demonstrates a commitment to safeguard and promote the welfare of children and young people * Ability to carry out the physical requirements of the role (i.e. manual handling) * Ability to travel efficiently around the Bay/South West/UK in order to carry out duties * Ability to accommodate unsociable hours * Ability to accommodate on-call working * Ability to accommodate occasional home-working |