



Job Pack



CEO Office Coordinator

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Welcome From Our Co-CEOs

Thank you for your interest in working with us at the Society of London Theatre & UK Theatre. Our organisations are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators both in London's West End and across the UK.

This is an exciting opportunity to work for our organisations, working on behalf of a vibrant and diverse sector, at a critical time for our industry. After we joined the organisations, we started a strategic review process which defined who we represent and our new vision and mission.

Our vision is a dynamic, sustainable and world-class theatre sector.

Our mission is to champion theatre and support our members to thrive.

To deliver our vision and mission, we are in the final year of an exciting three-year strategy delivering against ambitious three-year goals and we are in the process of developing our next three-year strategy which will build on the successes of the last three years.

Theatre and the performing arts industries enrich our lives and strengthen our sense of belonging in communities up and down the country, supporting community cohesion and economic growth. Alongside the social and cultural benefit our members provide, theatre is also a key component of our fast-growing creative industries. Domestically, theatre generates £2.39bn GVA, supporting 205,000 workers. For every £1 spent on a theatre ticket, an additional spend of £1.40 is generated in local economies, adding up to £1.94bn per annum of extra value added to local economies by theatre audiences.

We work hard and aim to have fun while we're doing it. We have a fantastic team of around 60 people working across our main office in Rose Street and the Official London Theatre Ticket Booth in Leicester Square. Our social committee ensures that we have plenty of opportunities to get to know each other, our sustainability committee is working hard to ensure we play our part in protecting the planet and there are plenty of opportunities to experience the world-class theatre produced and presented by our SOLT & UK Theatre member. While a background in theatre or the arts is not essential, you will need an appreciation for performing arts and the importance of cultural activities as an integral part of our lives.

We hope you find this role of interest and look forward to receiving your application.

All best wishes,

Claire Walker & Hannah Essex

Co-Chief Executives

Who we are & what we do

Based in the heart of Covent Garden, Society of London Theatre (SOLT) & UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

Our vision – the world we want to see – is a **dynamic, sustainable and world-class theatre sector**.

Our mission – what we do as an organisation – is to **champion theatre and support our members to thrive**.

In order to deliver on our vision and mission we have three joint priority areas for both organisations. These bring together our membership services, advocacy campaigns, audience initiatives and major events and awards.

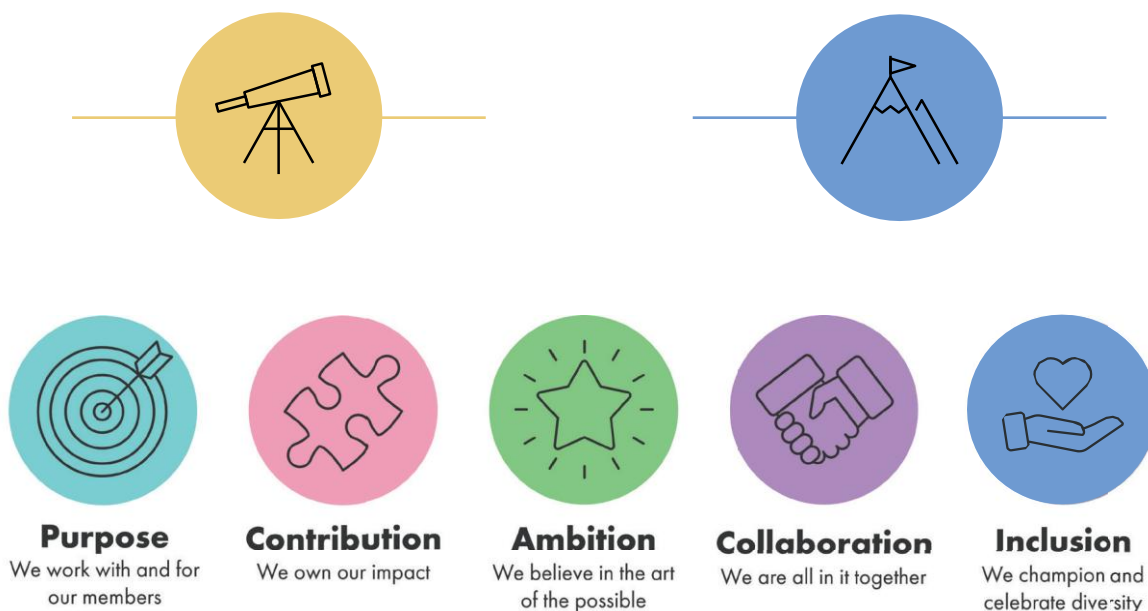
Our three joint priority areas are:

- **Membership:** Developing a growing, engaged and united membership
- **Audiences:** Increasing engagement with theatre
- **Advocacy:** Create the conditions for theatres to thrive

Introduction to Our Values

Our **Values** have been co-created by us, the team at SOLT & UK Theatre. They are authentic to us and we are all responsible in upholding them to create the working environment and culture we need to succeed.

They help guide the way we work together - as a team, with our members, customers and everyone who we interact with to enable us to deliver our **Vision and Mission**.



Our Values

Purpose

We work with and for our members

We work **with** our members and the wider sector in true collaboration with a shared purpose to deliver our vision and mission. We work **for** our members with many other groups, including audiences, customers, partners and stakeholders.

We respect and champion the unique impact our members make to welcome, entertain, challenge, inspire and tell stories which change lives. We gather relevant knowledge from inside and outside our sector to continuously support, challenge and inspire our members.



Contribution

We own our impact

We are empowered to take ownership of our work to make meaningful contributions and take pride in the impact we deliver. We work from a basis of trust and a culture which balances freedom to deliver our roles with professional accountability.

We use our initiative to understand our roles and the part we play in delivering our objectives. We are generous in sharing our unique skills, knowledge and talents with colleagues to help each other grow and develop.



Ambition

We believe in the art of the possible

We are ambitious for ourselves, our team and our members. We welcome new ideas, optimism, innovation, creativity and feel empowered to challenge the status quo.

We try to avoid getting bogged down in the day to day and remember to consider the bigger picture. We problem solve as we go. We understand that part of delivering, is taking time to plan, reflect and grow for next time.



Collaboration



We are all in it together

We respect and appreciate our colleagues and work collaboratively towards shared success and overcoming challenges. We celebrate the wins, big or small, and take pride in the journey we're creating.

We create opportunities to celebrate and embrace the joy of working in theatre. We communicate openly, with fairness and honesty.

Inclusion



We champion and celebrate diversity

Inclusivity is the common thread which runs through all our Values. We welcome diverse perspectives and understand everyone brings different skills and experiences from which we can all benefit.

- I encourage a culture where everyone can belong and I treat everyone with empathy and respect.
- I seek to understand diversity in its broadest sense.
- I acknowledge any privilege and challenge my unconscious bias.

CEO Office Coordinator

Role description

In this role you will support the CEO & Executive Office Manager to maintain the smooth running of the CEO/Executive Office. You will undertake key administration tasks which support members of the Executive Team, Presidents and Vice-Presidents including booking of travel, liaison with members, supporting the arrangements for internal meetings and taking meeting notes.

How to apply

To apply for this role please send your CV and covering letter by email including in the email subject line, **Your Name, CEO Office Coordinator, SOLT & UK Theatre** to jobs@soltukt.co.uk.

Closing Date for Applications: Closing date: 13 October, 12:00pm

Interviews: First-round interviews week commencing 19 October

We welcome applications from all and are open to discussing access requirements. If you would like to discuss any access needs during your application or, if you are selected for interview, at the interview stage, please email us at jobs@soltukt.co.uk and the HR team will get in touch with you.

We cannot support Visa applications; all applicants must have the right to work in the UK.

Contract type	Permanent, full-time (35 hours per week)
Salary	Band E (£27,000 - £33,000). New appointments are expected to be made at the bottom of the Band range.

Key responsibilities & accountabilities	Executive Administrative Support • Support the management of the Co-CEOs' diaries, including liaising with internal and external colleagues to arrange virtual and in-person meetings. • Provide diary support to members of the Executive Team and liaise with Presidents and Vice-Presidents as directed by the CEO & Executive Office Manager. • Provide administrative and project support to the Executive Team as required. • Coordinate travel logistics for the Co-CEOs and Executive Team, including booking travel and accommodation as required. • Support arrangements for internal meetings, including Board meetings, ensuring refreshments are booked and meeting rooms are set up correctly. • Take appropriate meeting notes as required. • Prepare and circulate Executive and Heads of Department meeting agendas in advance, record action points, and follow up to ensure completion before the next meeting. • Provide administrative support to the CEO Office, including processing invoices and expenses, monitoring the inbox, and sending correspondence on behalf of senior leaders. • Code and reconcile credit card statements for the Co-CEOs and Executive Team. • Use technology innovatively to improve the efficiency of routine administrative processes. • Ensure member enquiries are directed to the appropriate team and handled smoothly by the Membership directorate. • Coordinate the logistics and operational management of staff training courses. • Be an active member of the cross-departmental coordinator team, providing administrative cover and support, including updating the CRM and company websites and covering TKTS shifts or the front desk when required. • Undertake any other duties as reasonably required. Internal Communications • Coordinate the fortnightly team newsletter, including gathering input, issuing reminders, and working with the CEO & Executive Office Manager to include key organisational updates.
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	• Manage the staff intranet and CEO SharePoint drive, and undertake the ongoing maintenance of the Board intranet. • Coordinate monthly team breakfasts, liaising with Operations on catering and technical requirements and preparing agendas with input from Heads of Department and the Executive Team. • Assist with the delivery of Industry Insights sessions for staff, including scheduling guests and liaising with Operations to ensure rooms are set up appropriately. Special Projects • Provide administrative, logistical and project support for the Olivier Awards, West End LIVE, UK Theatre Awards and Theatre Conference. • Attend press nights where appropriate and take advantage of trade tickets when offered. • This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team
Directorate	This role sits within the CEO Office team whose focus is to support the CEOs and Executive team to deliver the core strategy and ensure that we operate in the most innovative way to deliver the organisation's goals in partnership with our members. Our team plays a key role in ensuring cross organisational projects are delivered cohesively and effective administrative support is provided across the organisation. Reporting to your line manager: CEO and Executive Office Manager Direct reports: None
Technical knowledge & skills required	• Basic working knowledge of Microsoft package including Outlook, Word and PowerPoint • Eagerness to learn new skills • Attention to detail • Ability to communicate professionally with a range of people • Ability to handle confidential and sensitive information with discretion • An understanding and commitment to equality, diversity and inclusion

	• An interest and broad understanding of the theatre industry
Competencies	<u>Impact</u> You will support the delivery of activities and projects to the highest possible standards, supporting the delivery of KPIs and targets and ensuring that you feed into evaluations and progress updates. You will support the delivery of cross organisational projects and activities. You will share your experiences to support the development of business and organisational plans. You have a collegiate approach with coordinator colleagues, ensuring excellent administrative support across the organisation. <u>Communication</u> You manage positive day to day relationships with stakeholders and members. <u>Innovation</u> With support, you look at how you can bring innovation and help solve problems in your work. <u>Knowledge</u> You have good experience for the role and are looking to develop this further. <u>Culture</u> Be part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff. Work with your line manager to ensure that your personal development plan is delivered and completed. A team player, willing to grab hold of opportunities and support the priorities of others when needed.

Working with us

Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society.

Detailed below are those benefits currently available – unless stated otherwise, these are non-contractual and subject to change.

Location	Our main office is based in Covent Garden; London and the Ticket Booth is based in Leicester Square. Depending on the role, we have an agile working policy which means that we expect minimum of 60% of your working hours to be spent in the office or with members each week. Due to the nature of this role you will be expected to exceed the minimum office attendance requirement.
Flexible working	All roles are open to flexible working – e.g job share, reduced hours or other flexible working approaches.
Annual leave	Annual leave for a full-time role is 25 days. Non contractual time off: your Birthday off or a day off within two weeks of your birthday. Company Closure Day, normally on a day next to a Christmas bank holiday.
Benefits & Perks	Society of London Theatre and UK Theatre support the welfare of their employees and offer a range of short-term and long-term benefits. We regularly review our employee benefits in consultation with staff to ensure our offer is competitive and fit for purpose in today's society. Your health & wellbeing

	The health and wellbeing of our staff is our utmost priority and we offer a range of benefits. The following non-contractual benefits are currently available to employees: • WeCARE – Digital Wellbeing. A complete solution across Physical & Mental Health, Finance and Legal support. Advice from qualified professionals tailored to the individual. • MyStrength – One to one support with a qualified Wellbeing guide, a person there to help and support on your wellbeing journey. Support built around the individual. • Toothfairy – Smart dental App – Your personal dentist. • Paid annual eyesight test • Paid annual flu vaccine Your finances & protection We offer a pension scheme and further protections. Pension scheme • Contributory pension scheme: the current contributions are: ○ Employer Contribution: 5% of gross pay ○ Employee Contribution: Minimum 3% of gross pay Personal circumstances • Death-in-Service Insurance Cover – 3 x annual salary. Personal development • We invest and believe in continuous professional development and training opportunities for all. • Where appropriate, we suggest and arrange professional mentors to offer additional external guidance. Travel to work Many of our staff walk, use public transport or cycle to work or a combination of the above.
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	The following apply after probationary period: • Interest-free Travel Season Ticket loan • Cycle to work scheme Theatregoing Our staff champion theatre and the work of our members. That includes attending regular theatre productions and visiting members (where appropriate) across the UK. • Staff are offered complimentary show tickets on set dates and sometimes to attend opening nights of productions. • All staff can buy Theatre Tokens with a 10% discount. Events & experiences We offer many opportunities to get involved with events such as West End Live, the Olivier Awards, Kids Week workshops and Theatre Craft (jobs fair for craft roles in theatre sector). Socialising with colleagues We have a dedicated social committee with organisational budget. Recent events have included: a quiz night, karaoke, bowling, summer party, games night, festive celebration and many more. Sustainability We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work. Recent activities include swap and shop clothes recycling, reduction in all waste, a review of our energy use and much more. Local discounts • Local retail discounts through Heart of London Club and Love Covent Garden.
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	• 20% off at Trevor Sorbie hair salon in Covent Garden.
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