



Job Pack



Finance and HR Operations Officer

September 2026

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.

We cannot achieve our vision and mission alone – and nowhere is that truer than in how effectively we engage with government, policymakers, industry and the media on behalf of our members. As we look to the future, the Head of External Affairs is one of the most business-critical appointments we will make: this is the person who will define how government, industry and the public understand the value of theatre, and who will turn our advocacy priorities into real influence at the highest levels.

The successful candidate will have a direct and lasting impact on our members and the wider sector. Reporting to our Director of Membership & External Affairs the role works collaboratively with other Heads of Department and the Executive Team to ensure the organisations are meeting their goals. They will advise our Co-CEOs, Presidents and Boards on the political and reputational issues that matter most, build the relationships that protect and grow the conditions theatres need to thrive, and lead a talented team to deliver measurable results for our members. With an ambitious and experienced leader in this role, we will significantly strengthen our ability to deliver our strategy and support the sector through a pivotal period.

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.

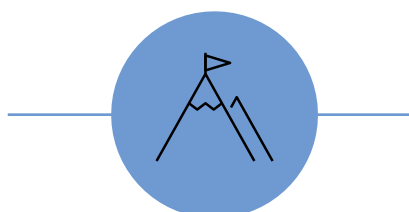
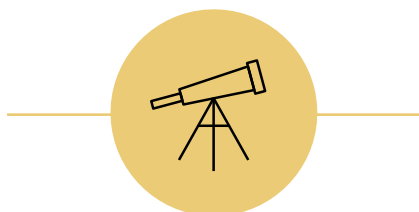
Our three joint priority areas are:

- **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**.



Purpose
We work with and for
our members



Contribution
We own our impact



Ambition
We believe in the art
of the possible



Collaboration
We are all in it together



Inclusion
We champion and
celebrate diversity

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.

Finance and HR Operations Officer

Role description

In this role you are responsible for day-to-day operational activity across both finance and HR functions, working closely with the Finance Officer and reporting to the Head of Finance (with 'dotted line' reporting to Director of Finance and Operations in respect of HR activity). The role requires effective use of systems to enable efficient processes, with responsibility for data held on the HR system and management of routine employee related processes including recruitment and onboarding. The role also shares responsibility for processing invoices and payments on the finance system, responding to queries from colleagues and 3rd party partners. You will provide support for Head of Finance and Director Finance and Operations where required, including data analysis, reporting and preparation of returns across both finance and HR remits.

How to apply

To apply for this role please send your CV and **cover letter (maximum two pages)** including responses to the three questions below:

1. Tell us about a time when you identified a process that could be improved or made more efficient. How did you approach making the change, and what did you do to ensure the process was accurate, consistent and effective?
2. Describe a situation where you had to handle sensitive financial or employee information while also resolving a difficult or confidential issue. What approach did you take?
3. Give an example of when you have had to manage competing priorities. How did you decide what to do first, and how did you ensure important deadlines were met?

Please include your **first name, surname, and 'Finance and HR Operations Officer'** in the **email subject line**, and send your application to **jobs@soltukt.co.uk**.

Closing Date for Applications: 25 September 2026 and interviews are planned to take place w/c 5 October 2026.

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.

Please note that SOLT & UK Theatre is unable to provide visa sponsorship. Applicants must therefore have the right to work in the UK at the time of application.

Contract type	Permanent. 35 hours per week over 5 days (occasionally including weekends and bank holidays).
Salary band	Band D (£31,000-£43,500 FTE). New appointments are expected to be made at the bottom of the Band range.
Key responsibilities & accountabilities	HR and Recruitment • Maintain accurate data on our HR system including starters, leavers, holiday and other absences • Report on key employee metrics including sickness absence, holiday, TOIL, diversity • Support line managers with recruitment activity including making effective use of the Applicant Tracking System to ensure a good candidate experience and to report recruitment metrics to enable continuous improvement • Manage onboarding for new starters including reference requests, pre-employment checks, induction processes • Coordinate arrangements for training sessions for staff • Support Head of Finance with monthly payroll processes • Support Director of Finance and Operations in maintaining and publicising HR policies, keeping the Employee Handbook current • Maintain up to date employee guides and templates for key HR processes including appraisals, mid year reviews, recruitment, induction, flexible leave

	Finance Administration • Maintain appropriate employee access to Finance Systems, including being able to claim staff expenses and raise sales invoice requests, and support employees in using these systems. • Respond to queries in the central accounts mailbox, liaising with internal and external stakeholders. • Support Head of Finance and Finance Officer with Purchase Ledger, including posting and payment of supplier invoices in a timely manner, ensuring accurate coding and authorisation in line with limits, maintenance of supplier accounts, reconciliations and remittances. • Support Head of Finance and Finance Officer with management of company credit cards and virtual cards, including reconciling statements and accurate posting to the ledger. • Assist in raising sales invoices and accurately recording income. • Assist with Credit Control, chasing overdue debts and reporting to the Head of Finance. • Support Head of Finance with analysis of financial data from the finance system (Xero) for reporting and other ad-hoc purposes • Assist in maintaining up to date procedures. There is an opportunity to attend theatre press nights where appropriate and to take advantage of trade tickets when offered
Directorate	This role sits within the Finance and Operations team whose focus is to ensure the organisations operate as effectively and efficiently as possible. Our team operates across Finance, HR, Technology, Facilities and Compliance, to ensure that systems and processes are set up which promote smooth delivery and support the work of the organisations. This includes adherence to regulatory requirements and best practice standards.

	Reporting to your line manager: Head of Finance (with 'dotted line' reporting to Director of Finance and Operations in respect of HR activity). Direct reports: None
Technical knowledge & skills required	• Strong attention to detail and accuracy in data entry, review and reporting. • Excellent organisational skills with the ability to work flexibly to successfully manage multiple tasks and deadlines. • Proficiency in Microsoft Excel is essential, with the ability to create and manipulate pivot tables, use formulas, and perform data analysis. • Confidence handling numerical and financial information. • Highly comfortable with learning new software and systems. • Familiar with GDPR requirements, and trustworthy in handling confidential information with care and sensitivity. • Strong communication and interpersonal skills, with experience of delivering good customer service internally and externally, primarily customers and suppliers. • An understanding and commitment to equality, diversity and inclusion. • An interest and broad understanding of the theatre industry is desirable.
Competencies	Impact You will deliver activities and projects within your function to the highest possible standards, ensuring that activities and projects meet goals and KPIs. You will contribute your specialist skills to cross organisational projects and activities, ensuring your work supports the overall delivery of the project. You will use your experience to support the development of business and organisational plans.

	Communication A solid communicator, you manage positive day to day relationships with stakeholders and members. Including, where relevant, being the point person for external agencies and specialist support and ensuring the highest quality of work is delivered to the Organisations. You will take an active approach to cross organisational working, ensuring every department contributes to the success of our work. Innovation You look at how you can bring innovation into your work by looking at best practice from our sector and others. You help solve problems and inform business decisions. Knowledge You will have solid and/or specialised expertise and qualifications in your function and invest in your own development, implementing learnings into your work. Culture 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
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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.

Agile and Flexible Working	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. You are, of course, welcome to come in more than that if you prefer. Please note, you will be expected to work outside of core hours from time to time to meet the needs of the organisation. All roles are open to flexible working – e.g. job share, reduced hours or other flexible working approaches.
Your Health and Wellbeing	The health and wellbeing of our staff is our upmost priority. We offer a range of benefits to support your physical and mental health. WeCARE - Digital Wellbeing. Delivers a complete solution across Physical & Mental Health, Finance and Legal support and wellbeing 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 is built around the individual. Toothfairy - Access to smart dental App – Your personal dentist. The following are optional benefits: • Paid annual eyesight test.

	• Paid annual flu vaccination.
Your Finances and Protection	We offer a competitive pension scheme and further protections. Pension Scheme • Contributory pension scheme - The current contributions are as follows: ○ Employer Contribution: 5% of gross pay. ○ Employee Contribution: Minimum of 3% of gross pay. Personal circumstances • Death-in-Service Insurance Cover – 3 x annual salary.
Annual Leave	• 25 days annual leave plus bank holidays (contractual), rising to 27 days annual leave after 5 years continuous service. This will be pro rata for part-time roles. • 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.
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	Our offices are based in the heart of Covent Garden. Many of our staff walk, use public transport or cycle to work or a combination of the above. The following apply after probationary period: • Interest free Travel Season Ticket loan.
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 tickets to see shows on set dates and sometimes to attend opening nights of productions.

	All staff can buy Theatre Tokens with a 10% discount.
Events and experiences	We offer many opportunities to get involved with events such as West End LIVE, the Olivier Awards, Kids Week workshops and TheatreCraft (jobs fair for craft roles in theatre sector).
Socialising with colleagues	Our staff regularly socialise together as a team and this is led by a dedicated social committee.
Sustainability	We have a dedicated Green Committee to champion sustainability and a green agenda throughout our building and the way we work.
Local discounts	We are fortunate to work in the beautiful surroundings of Covent Garden and have negotiated a range of local benefits for our staff to enjoy. • Local retail discounts through Heart of London Club and Love Covent Garden. • 20% off at Trevor Sorbie hair salon.