

| ROLE OVERVIEW | |
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| Title: | Theatre Manager |
| Department: | Operations |
| Reporting to: | Head of Operations Destination Venues |
| Hours: | 37.5 hours per week |
| Direct Reports: | Team Leader, Creative Programmer |
| Job summary: | <p>To be responsible for the safe, accessible, quality and audience focused operational management -of The Albany Theatre.</p> <p>The Theatre Manager will be responsible for statutory compliance, building operations, audience experience and the operational management and delivery of performances, events and hires.</p> <p>The role will be responsible for the line management of the Team Leader and Creative Programmer, ensuring cohesive programming, operational coordination, staffing and volunteer management and audience experiences.</p> <p>The role will be responsible for the development and subsequent growth of all commercial revenue streams, including community, corporate and studio hires.</p> <p>The role will be responsible for the overall financial controls and performance of the Theatre including preparation of annual budget setting and the ongoing monitoring, reporting and delivery of financial performance.</p> |
| Responsibilities: | <p>Operational Leadership</p> <ul style="list-style-type: none"> • Lead the day-to-day operational management of the theatre, ensuring all areas are safe, clean, operational and presented to the highest standard. • Have operational oversight of all areas of the theatre including front of house, backstage, technical and public areas to ensure smooth delivery of all performances, events and activities. • Ensure operational teams including volunteers are confident, supported and trained to deliver excellent service. <p>Compliance, Health & Safety & Risk Management</p> <ul style="list-style-type: none"> • Ensure compliance with statutory and regulatory requirements including H&S, fire safety, licensing, safeguarding and GDPR. • Be responsible for the operational management and implementation of ATT's health and safety policy and guidance. • Ensure all staff and contractors follow venue policies and procedures. |

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| | <p>Venue & Building Management</p> <ul style="list-style-type: none"> • Work collaboratively with the Head of Facilities Management to ensure the building remains compliant with all statutory regulations. • Oversee routine upkeep, cleaning, technical maintenance and presentation of the building. • Liaise with contractors, suppliers and external partners regarding maintenance, repairs and facility improvements. • Act as a key holder, responding to alarms or urgent building issues as and when required. <p>Audience Experience</p> <ul style="list-style-type: none"> • Promote, advocate and deliver a quality audience experience • Monitor customer feedback and use insights to drive operational improvements. • Respond to customer queries, incidents and complaints professionally <p>Coordination with the Creative Programmer</p> <ul style="list-style-type: none"> • Ensure programmes and activities are deliverable, resourced and aligned with operational capability. • Support planning cycles, exhibitions, studio activity and Creative Programming as needed. <p>Coordination with Marketing and Technical Managers</p> <ul style="list-style-type: none"> • Responsible for the proactive promotion, marketing and subsequent sales of commercial and community hire spaces including corporate opportunities. • Manage schedules to balance artistic, community and commercial activity. • Ensure bookings comply with safeguarding, licensing, H&S and insurance requirements. <p>Governance, Reporting & Business Support</p> <ul style="list-style-type: none"> • In collaboration with the Artistic Director, be responsible for the preparation of the annual business plan of the theatre • Produce operational reports, KPIs and compliance documentation for the Albany Theatre Trust Board. |
| <p>Systems Knowledge:</p> | <ul style="list-style-type: none"> • Confident user of multiple organisational systems, with experience navigating booking systems, HR platforms, and financial systems to support efficient day-to-day operations. • Keeping up to date with industry guideless and developments, working practices, and evolving regulatory or legislative requirements. |
| <p>Person Specification:</p> | |

Essential Personal Attributes

- Confident, enthusiastic and positive leadership style
- Highly organised and self-motivated
- Calm under pressure and solutions-focused
- Professional and audience-centred

Essential Knowledge & Experience

- Experience in venue, building or ideally theatre operations
- Understanding of FOH, technical (backstage) and events operations
- Strong working knowledge of compliance and H&S
- Experience delivering operational improvements and supporting business planning

Essential Skills

- Excellent communication and people skills
- Strong organisational and planning ability
- Sound decision-making under pressure
- Strong customer service and problem-solving capability
- Ability to manage multiple priorities effectively