



ROYAL EXCHANGE THEATRE

JOB DESCRIPTION

ROLE: Operations Support Coordinator

AREA: Visitor Experience

CONTRACT: Fixed term (6 months, with the potential to be extended)

HOURLY RATE: £13.80

HOURS PER WEEK: 14 hours (with the potential to be increased)

RESPONSIBLE TO: Operations, Sites and Security Lead

JOB OVERVIEW

Operation Support Coordinators are at the forefront of our Visitor Experience Team, welcoming visitors, audiences and participants of all ages and backgrounds to the building. At the core of this role is the provision of high-quality experiences for everyone who visits our theatre, for whatever purpose. The postholder will require flexibility and adaptability in meeting the various requirements of the role and a commitment to improving inclusivity and accessibility for all visitors is an essential requirement.

DUTIES AND RESPONSIBILITIES

- Keeping the Stage Door reception area up-to-date.
- Opening up the building, making sure that all areas are safe and ready for both staff and public.
- Providing support to the Visitor Experience Assistants on duty through the day.
- Act as Incident Controller for the building, working in line with the Fire Evacuation procedures.
- Reception duties including welcoming visitors, dealing with general enquires, informing colleagues of visitors and dealing with post and deliveries.
- H&S administration, including writing incident / accident reports and uploading risk assessments, using the software Blue Lemon.

SKILLS/EXPERIENCE – ROLE SPECIFIC

- Excellent inter-personal skills, both verbal and written.
- IT Literacy
- The ability to work under pressure and to deadlines.
- The ability to problem solve independently and prioritise tasks.
- A working knowledge of the GDPR Regulations.

DESIRED CORE SKILLS AND EXPERIENCE

- First Aid at Work qualification.
- An appetite and robustness for change.
- Teaching and sharing practice (internal & external)
- Customer Service

DUTIES & RESPONSIBILITIES OF ALL TEAM MEMBERS

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Engage with projects and events led by other teams (such as fundraising events).
- Work to the Equality and Diversity policy of the RET and help to achieve the theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy.
- Work to other guidelines, procedures and policies provided by the company.
- Take part in working groups and training sessions as required.
- Take part in ongoing evaluation and reflection of our work.
- As required, attend art and script meetings, as an engaged member of the team.
- Support RET's sustainability aims.
- Have develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.

WHAT WE WILL PROVIDE

- A supportive, inclusive, and collaborative working environment. We will consider everyone's needs and improve where we can.
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing.
- Personal and professional development opportunities.
- Ongoing training such as inclusivity, anti-racism, unconscious bias, mental health, and wellbeing.
- A stimulating and creative workplace where everyone's opinions and ideas can be shared.
- Competitive salaries and opportunities to contribute to pensions.
- Access to mental health and wellbeing services.

Note

This job description will be reviewed on an annual basis and updated as appropriate. Due to the nature of this work, this post will require weekend working hours.