



February 2021

Dear Applicant,

Thank you for your interest in the position of **Assistant Relationship Manager (Maternity Cover)** at the New Wolsey Theatre.

If you can pay attention to the detail *and* see the bigger picture of managing relationships, you could be a great candidate for this role. Your working week is likely to include Duty Management for a show, planning a Membership event with colleagues, serving customers as part of a Box Office team and gathering data for long term planning. You'll be joining the New Wolsey Theatre at an exciting time; we'll be launching new loyalty programmes and services, re-opening our newly refurbished café/bar and our new participation space NW2, and welcoming audiences back after lockdown. This role is one that provides the oil for the smooth running of many moving parts. You do not need to be someone that takes centre-stage all the time but you do need to be confident in handling people with integrity and warmth. You'll have oodles of common sense and you'll be a detailed planner to make sure Membership events run smoothly. The Communications team will welcome you with lots of support to ensure you can quickly pick up the reins for this maternity cover and deliver the plans already underway for a new era of relationship management at the New Wolsey Theatre.

We are an ambitious producing and receiving theatre, with a national reputation for its work in access and inclusion, and for the production of new musical theatre. Our annual Rock' n' Roll Panto, written and directed by Artistic Director Peter Rowe, is much loved by local audiences and is the cornerstone of our annual programming. In December 2020 we staged *The Snow Queen* – our first live *and* live-streamed show.

We're extremely proud of our outreach and participation work, which in October 2020 moved in to our new participation space NW2. In 2020 we also undertook an extensive renovation and refurbishment programme for our main building, resulting in a transformed cafe/ bar area, more toilets and improved auditorium seating.

The last year has of course been challenging, as it has been for everyone affected by the Covid-19 pandemic. However, we're now looking forward to re-opening in Spring/ Summer 2021. We can't wait to invite audiences back to our spaces, which will include an outdoor performance area we're calling 'The Bowl'. Our new building NW2 and all the work associated with it, has created an opportunity to develop 'Theatre Square' right in front of our main building, which will be a delightful place to relax, meet friends, catch a performance, and have a bite to eat.

We're now recruiting for key positions to help us move forward as we recover from the extraordinary challenges of Covid-19. You don't necessarily have to be a 'theatre person' to do well at the New Wolsey Theatre. We welcome people from *all* backgrounds and we're actively trying to ensure that our workforce is diverse. By this, we mean that we want to employ people from a wide range of backgrounds, ethnicities, ages, gender identities, disabilities, class (socio-economic backgrounds) and so on. This isn't because we want to tick a box that says 'diverse' but because we genuinely believe that our business will be much improved by having a real range of people working (and volunteering) within it.

So, if you haven't considered working for a theatre before, maybe now's the time to check us out. We're super-friendly, hard working and love meeting a challenge. If that sounds like you, and you think you might have the skills/ experience for the role (wherever you gained them) come and talk to us. We can't wait to meet you!

Yours warmly,
From Sarah Homes, Chief Executive

How to apply

We are inviting people interested in being our **Assistant Relationship Manager** to complete our **Application Form** and [Equality, Diversity and Inclusion Monitoring Form](#)

Please note, we do not accept CVs as a form of application, however you may submit a concise CV containing your education, training, qualifications and employment history instead of completing this section of the application form.

If you need us to make any adjustments to allow you to fully participate in this application and selection process please get in touch with Lucy Parker lparker@wolseytheatre.co.uk or 01473 295940.

However you choose to apply, you will need to tell us about your education, training and qualifications, and employment history as well as to consider the following questions:

- Why are you interested in being our Assistant Relationship Manager?
- How do your skills and experience make you the best person to be our Assistant Relationship Manager?

Please read through the **Job Description, Job Specification and Person Specification** before applying for this role, these can be found further down this document.

If you would like an informal chat with someone about the role, please email our Head of Communications, Sue Lawther-Brown. She doesn't bite! slawther-brown@wolseytheatre.co.uk

Completed applications should be returned to Julie French jfrench@wolseytheatre.co.uk by **9am on Monday 8th March 2021**.

As an organisation accredited by the Job Centre as a Disability Confident Employer, we guarantee to interview all deaf and disabled applicants who meet the essential criteria for this vacancy.

We will facilitate any Access To Work claims if appropriate, and any access costs will be covered up front including any access required for attending interviews.

Key Dates

Application Deadline	9am on Monday 8 th March 2021
Interviews	Tuesday 23 rd March 2021
Role start date	April 2021 (exact start date will depend on the candidate)

We hope to be able to conduct interviews in person at the theatre, but if we can't due to Covid rules we will do them online. Full instructions will be provided for either scenario.

Equal Opportunities

The mission of the New Wolsey Theatre is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. It aims to create a programme of the highest quality, maximum diversity and greatest possible accessibility. We believe that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

We are committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. We will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, gender reassignment, religion or age. The New Wolsey Theatre opposes all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

We strive to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We actively encourage applications from people of all backgrounds, especially those currently less represented in our industry and on our stages. We are particularly interested to receive applications for this role from people who identify as deaf and disabled people, and neurodiverse people.

We are happy to make all reasonable adjustments to enable applicants to participate in the selection process, and for the successful applicant to carry out their role.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.

More Information About The New Wolsey Theatre

We are a company that really cares about what we do, who we work with, and what we're working for. Most of the time we put on plays. But we also serve tea and coffee for our guests, offer them lunch and somewhere comfortable to sit and have a chat and sometimes we present music, comedy, dance or even circus. We invite children to come and play with us, sometimes with their parents too. Teenagers come and work with us in our Youth Theatre Groups – in 2021 we're doing this online for the first time. Schools ask us to go and visit to tell stories, make performances, or teach skills, and sometimes they come to us to do those things. Schools love coming to see our annual Rock 'n' Roll pantomime – in a normal year we'll do over 90 performances of our Panto between November and January. In 2020 we staged *The Snow Queen*, which was our first live and livestreamed show. It received 5 star reviews and did really well, even though it was just 12 performances.

By 'us' we don't just mean the permanent staff that are employed by us. We rely on volunteers, casual and freelance staff to keep the wheels turning. Of course, they haven't turned much in the last year, but we'll be getting the show back on the road in 2021 and we'll need people in all those roles once we're fully open. We'll also need great writers, actors, directors, designers and technicians, which is why we run talent development programmes like [Testing Ground](#). We take the lead in our industry sometimes, to make change, as we did in setting up [Ramps On The Moon](#)

The New Wolsey Theatre plays an active role in the business scene of Ipswich and is central to the creative life of Suffolk. We regularly talk to other cultural organisations and community groups, such as, UnScene Suffolk, Suffolk Refugee Support, Trinity YMCA, Roma Support, Suffolk Artlink, Volunteering Matters, Suffolk Guide Association to name but a few. We're supported by the local council and the county council, as well as Arts Council England because of the range of work we do. You may also be interested to know that we're a registered Charity.

If you'd like to know more about the New Wolsey Theatre, we recommend that you use our website (which you'll notice needs updating– we're working on that right now) and that you do your own research. Be curious about us and see what you can find out; it will probably help you with your application. The New Wolsey Theatre is going through a period of great change, some of which is because of Covid-19 and some of which was going to happen anyway. We won't be doing everything the way we've done it before. We're innovating and adapting like never before, so we're open to doing things differently. Come and be part of that.



JOB DESCRIPTION

Job Title: Assistant Relationship Manager

Responsible to: Customer Relations Manager

Responsible For: N/A

Job Purpose: To maintain relationships with key stakeholders including, but not limited to, members, benefactors, donors, season ticket holders, volunteers, schools, group bookers and corporate partners.

Key Responsibilities:

Loyalty

- To support the development and maintenance of a loyalty programme that demonstrably increases revenue and patron loyalty. This would include but is not limited to:
 - Planning and facilitating members' events
 - Management of guest invitations
 - Monitoring patron engagement
 - Facilitating 'magic moments' for loyal customers/potential donors
 - Communicate effectively with colleagues about the Membership programme to ensure company-wide engagement with the scheme.
 - Maintain Membership records and data in accordance with our privacy policy
 - Data gathering and analysis, including audience surveys
- As part of the Communications team, deliver effective support for all areas of activity, including (but not limited to): Main House Programming, NW2 and Creative Communities, Ramps On The Moon, HR.
- To support the Head of Communications with the administration and promotion of special events and activities.
- To assist the Head of Communications with developing philanthropic relationships.

Community

- To support relationships and communications with our team of volunteers.
- Facilitate groups & schools bookings for shows (for example, the Rock' n' Roll Panto)
- To assist our programme of add-ons including walks, talks and tours encouraging group and schools bookers to a journey of further engagement.
- To support the theatre's equality and diversity objectives through communications and relationships with external partners.

Equality and Diversity

- To work closely with colleagues across the organisation to ensure the New Wolsey Theatre is an accessible place to visit and work
- To contribute to the New Wolsey Theatre's ambitions and programmes of equality, diversity and inclusion, its Agent for Change programme and The Ramps on the Moon project

Other

- To be a member of the performance Duty Manager, Ticket Sales, Theatre Talks and Theatre Tours pool.
- Ensuring a successful experience for our audiences will mean that from time to time other reasonable duties may be issued as required which will be discussed with your Line Manager

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This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive



JOB SPECIFICATION

Contract

12 months Fixed Term Contract (maternity cover).

Salary

£21,745 per annum

An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

Hours

40 hours per week. Please note that additional hours are frequently required depending on the performance schedule, staff sickness and annual leave. Any overtime is to be taken as time off in lieu at a later date by arrangement with your line manager.

Shifts

A rota will be issued which is created around the performance schedule.

Working hours can be between the hours of 08.00 and 00.00 and will include evenings and weekends.

We always aim for staff to take two full days off a week.

Annual Leave Entitlement

The standard Annual Leave Entitlement is the statutory minimum of 5.6 weeks per year, which equates to 28 days per year for full time staff working a 5 day week. You will be expected to take statutory bank holidays as part of your annual entitlement unless you are required to work on a particular bank holiday or have agreement from your Line Manager to do so. Annual leave requests have to be submitted to your line manager for authorisation. It is suggested that the majority of annual leave is taken during the summer months when the theatre has no performances scheduled. There will be certain times of the year when annual leave cannot be taken because of the work of the organisation.



PERSON SPECIFICATION

Qualifications, Experience and Competencies

Essential

- Demonstrable strong customer care skills and experience of working within a customer-facing role, ideally in a theatre environment.
- Able to support a team, with the ability to train and inspire staff and volunteers
- Proven experience of supervising staff or volunteers
- Proven organisational, multitasking and planning skills, with demonstrable experience of handling various administrative tasks with precision and accuracy
- Clear understanding of different communication channels and ability to strategize to use these channels efficiently and with good effect.
- Commitment to, and an understanding of, the principles underpinning equality, diversity and inclusion.
- Excellent written and spoken English
- High level of computer literacy

Desirable

- Experience in the event management and the hospitality sector
- Previous development or relationship management experience
- Genuine interest in the business of performing arts and theatre

Key Behaviours

- **Demonstrates some leadership skills** – effective in supervising and motivating volunteers and colleagues to provide an efficient and excellent service
- **Great collaboration and teamwork** – able to work successfully with the Communications team and with others to achieve shared goals
- **Positive attitude** – leads by example with a positive attitude towards problem solving, finding creative solutions, and working under pressure
- **Willingness to learn** – actively seeks out opportunities to learn and develop, and be skilful at applying new learning in the workplace and sharing with colleagues.
- **Genuine passion and enthusiasm for managing positive relationships** – takes pride in their work and pleasure in managing relationships positively with attention to detail

Key Qualities

Essential

- Able to work well within a fast-paced environment, with the ability to effectively, respond to instructions, contribute ideas and support other team members.
- Organised, motivated and disciplined.
- Able to respond receptively to new ideas and initiatives, responding to creative problems with creative solutions
- Able to work under pressure and manage competing deadlines.
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.
- Thrives on change and innovation