



RECRUITMENT PACK

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November 2021

Dear Applicant,

Thank you for your interest in the position of **Creative Communities Administrator** at the New Wolsey Theatre.

If you have passion for the arts and arts education, a strong track record in managing, maintaining and developing organisational systems and processes, and enjoy working as part of a busy team, you could be a great match for this role. The Creative Communities Administrator will support the Head of Creative Communities and team to develop new and innovative programmes with the communities of Ipswich and Suffolk and to ensure the continued success of the New Wolsey's learning & participation offer.

You will work alongside colleagues from across the theatre, in an administrative role ideally suited to applicants with excellent communication skills and an interest in supporting our work with young people and diverse communities. If you are conscientious, enthusiastic, professional with a good sense of humour and a positive outlook this could be the job for you.

This is a full time permanent role at 40 hours per week Monday-Friday, with occasional evening and weekend work.

You'll be organised and able to deal with individuals with confidence and warmth, as well as being a detailed planner to help support the smooth running of the department. You'll be joining the New Wolsey Theatre at an exciting time; the Creative Communities programme is in full swing. The team will welcome you with lots of support to ensure you can quickly settle in and be effective. If this sounds like you, we can't wait to meet you.

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 by Artistic Director Peter Rowe, is much loved by local audiences and is the cornerstone of our annual programming.

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.

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 sincerely,
Sarah Holmes, Chief Executive

How to apply

We are inviting people interested in being our **Creative Communities Administrator** 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 and 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, qualifications, and employment history, as well as to consider the following questions:

- Why are you interested in being our Creative Communities Administrator?
- How do your skills and experience make you the best person to be our Creative Communities Administrator?

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 Creative Communities, Tony Casement tcasement@wolseytheatre.co.uk

Completed applications should be returned to Julie French jfrench@wolseytheatre.co.uk

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	10am Tuesday 4 th January 2022
Interviews	Wednesday 12 th January 2022
Role start date	TBC- depending on candidate

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. 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 (this year it's *Jack and the Beanstalk!*)

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 didn't turn much in the last year, but we are getting the show back on the road, and we need people to join us now we are 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: Creative Communities Administrator

Responsible to: Creative Communities Producer (Projects)

Job Purpose: To manage the administration of the Creative Communities activities with schools, community groups and participants.

To support the Head of Creative Communities and the Creative Communities Team to manage, develop and deliver all elements of the Creative Communities programme.

Key Responsibilities:

Administration

- Manage the administrative processes for all Creative Communities activity including, but not limited to, recruitment; the creation of registers; application forms; booking processes and evaluation.
- In collaboration with the wider Creative Communities team, schedule all Creative Communities activity.
- Maintain and monitor all of the financial systems and processes, including but not limited to, preparing weekly payroll and the administration of Departmental income and expenditure.
- Work with the Head of Creative Communities and the Creative Communities Producer (Projects) to ensure timely and accurate financial reporting.
- Prepare project agreements between the Creative Communities team, education settings and outside organisations.
- Work with the Operations team to contract freelance Creative Communities creatives and practitioners.
- Ensure the accurate and timely collection of monitoring data and the dissemination of statistics.
- Contribute to a wide range of reporting.

Communication

- Act as the first point of contact between Creative Communities and members of the public; participants; freelance practitioners; schools and outside organisations.
- In consultation with the Creative Communities and Communications Teams, manage the Creative Communities social media output and online presence including, but not limited to, updating the Creative Communities page of the New Wolsey website.
- Contribute to the creation of Creative Communities marketing materials.
- Act as an advocate for the work of Creative Communities both within, and without, the New Wolsey.

Operations

- In consultation with the Head of Creative Communities, the Theatre Manager and the Operations team, support the administration of Community hires.
- Liaise with the Theatre Manager to confirm and communicate the Duty Manager rota for all Creative Communities activity, including Community hires.
- Act as Duty Manager for activity as required (full training will be given)
- Liaise with other staff with regard to front of house and office supplies, cleaning, maintenance and Health and Safety requirements for NW2 and the HEG.
- Ensure all Creative Community spaces are clean, tidy and fit for purpose.

Equality and Diversity

- Support the delivery of a sustainable Equality Action Plan.
- To work closely with colleagues across the organisation to ensure the New Wolsey Theatre is an accessible place to visit and work, including online experiences.
- 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 Responsibilities

- Promote effective communication and working relationships between Creative Communities and other staff of the New Wolsey Theatre.
- Support the delivery of all Creative Communities activity, on and off site, where appropriate.
- Contribute to the long-term development, profile and sustainability of the Creative Communities Programme.
- Adhere to the policies and procedures of the New Wolsey Theatre including, but not limited to, Safeguarding and Health and Safety.
- Undertake any other reasonable requests as and when required.

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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

NOTE: An enhanced DBS check will be sought from the successful applicant: the candidate should be in no way unsuitable to work with children, young people and vulnerable adults.



JOB SPECIFICATION

Salary

£22,415 - £26,565 depending on experience.

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, typically over 5 days per week (Monday - Friday), however you are expected to be flexible to adapt your working hours to the theatre's activity schedule and occasional weekend and evening working will be required.

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.

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.

The post-holder may be subject to an Enhanced DBS Check on commencement of their employment, and at regular intervals during their employment.



PERSON SPECIFICATION

Qualifications and Experience

Essential

- Experience of working within a coordination and administration role.
- Experience of successfully multitasking in a busy work environment across a range of different priorities.
- IT proficient with a strong, demonstrable working knowledge of Microsoft Office, particularly Word and Excel.
- Experience of financial monitoring and reporting.
- Commitment to, and an understanding of, the principles underpinning equality and inclusion.
- Commitment to safeguarding and child protection.

Desirable

- Experience of the Arts Education sector.
- Experience of working with young people and with diverse communities and participants.
- Experience of marketing and of using social media to promote programmes.

Key Qualities

Essential

- An interest in the performing arts.
- Professional, approachable, and adaptable to the needs of participants; artists; schools and community groups.
- The ability to thrive in an environment of innovation, challenge and change.
- Exemplary organisation and accuracy skills; self-motivated and self-disciplined with the drive and ability to solve problems.
- Able to respond receptively to new ideas and initiatives, responding to creative problems with creative solutions
- Excellent interpersonal skills with the ability to communicate effectively with individuals at all levels.
- Ability to work flexibly.