



Deputy Theatre General Manager

Full time, permanent



ABOUT ALEXANDRA PARK AND PALACE

The story of Alexandra Palace Theatre is truly unique. Opened in 1875, the Theatre was a place of spectacle and delight where audiences of up to 3,000 people were entertained by pantomime, opera, drama and ballet. A feat of Victorian engineering, the impressive stage machinery was designed so that performers could appear, fly into the air and disappear through the stage.

The restoration process has breathed new life into a space that has been hidden for over 80 years. Preserved in a beautiful state of arrested decay and frozen in time, the complex work has created a space that retains the charm and character of the theatre while being fit to host contemporary productions.



ROLE DESCRIPTION

The **Deputy Theatre General Manager** is an operational role with responsibility for advancing and delivering a variety of events within this beautiful multi-purpose space; from live comedy to live music, orchestral rehearsals and film shoots. Experience working in a duty management capacity with responsibility for overseeing front of house and back of house operations is essential along with event management or live event experience.

This is a full time, permanent role working 40 hours per week, 5 days from 7.

The salary is: **£32,576 to £36,196pa** depending on experience

HOW TO APPLY

To apply for the role of **Deputy Theatre General Manager** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to recruitment@alexandrapalace.com.

The deadline for applications is **5pm Friday 9 May**.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

	Support on other event planning and delivery outside of the Theatre and East Court as required	
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Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Educated to GCSE level with A-C grade in Maths and English <i>or equivalent</i></p> <p>Experience</p> <p>Experience managing small to medium scale events and working with clients to advance shows and live events</p> <p>Duty management experience preferably gained within a theatre or similar multi-purpose space</p> <p>Experience supervising / briefing front of house teams, contractors and suppliers</p> <p>Knowledge of theatre operations</p> <p>Skills and Knowledge</p> <p>Ability to work proactively on own initiative</p> <p>Excellent verbal and written communication skills with the ability to understand the needs of a variety of stakeholders</p> <p>Strong organisational skills and the ability to work under pressure</p> <p>Willingness to work variable hours including some late nights, bank holidays and weekends</p>	<p>IOSH Managing Safely</p> <p>Ability to use AutoCAD to create event plans, drawing and layouts</p> <p>Budget management experience</p>

DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

No direct reports but may be required to supervise Casual Event Duty Managers, volunteers,

Third Party contractors and suppliers (security, traffic, medical) on nominated events

GENERAL OBLIGATIONS

i. Health and Safety

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. Equality and Diversity

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. Safeguarding

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. GDPR

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. Sustainability

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into "We will" and "We won't" indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at **level 2**.

1. We are **COLLABORATIVE**

"We work as one team, sharing ideas, knowledge and insight to achieve our common purpose"

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Work with other teams to raise and solve issues• Hold regular meetings to gain team input• Be visibly available to my team• Book weekly catch ups with other teams• Think and act as one organisation• Pro-actively talk to others rather than sending emails	<ul style="list-style-type: none">• Encourage silos or working in isolation• Think our work is more important than that of other teams• Make decisions without consulting other teams that may be impacted

2. We are **BOLD**

"We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things"

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Try new ideas and think outside the box• Look for possibilities and opportunities everywhere – taking time to think creatively• Have faith in my ideas and find my voice• Encourage the ideas of others more often• Utilise the experience of the whole team• Strive to improve the customer experience• Encourage others to see mistakes as learning	<ul style="list-style-type: none">• Say "I can do better" but then do nothing• Accept something just because it is the way it's always been done• Shut down ideas without thinking about the pros and cons• Resist change because it is too challenging• Think "I can't do it"• Say "No" but not explain why

3. We are **OPEN AND GENUINE**

"We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values."

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Get to know my team members• Be human – show empathy and care for others• Thank people and make them feel good• Accept all - embrace different points of view• Confront difficult situations with openness, sensitivity, care and empathy• Pro-actively address exclusion and discrimination	<ul style="list-style-type: none">• Exclude people because I find them difficult or challenging• Ignore or belittle the ideas or thoughts of others• Allow our own view to prevail not taking into account differences of opinion or approach• Tolerate exclusion or discrimination• Delegate to the same people as they always say "Yes" and avoid delegating to others

4. We are **PASSIONATE & FUN**

"Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment"

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Act as a role model for others by demonstrating passion for my job and energy every day• Go the extra mile – setting an example for the team• Make time to celebrate success• Inspire, develop and build my team• Focus on delivering quality for myself and my team• Create a culture of fun so that we can all enjoy what we do	<ul style="list-style-type: none">• Act negatively - moaning and criticising• Forget to celebrate• Just do the minimum to get by• Accept negativity or inappropriate behaviours in our teams

5. We are RESOURCEFUL

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties

	We Will	We Won't
Level 2	<ul style="list-style-type: none">• Bring solutions not just problems and complaints• Take a “see it and own it” approach• Make smart use of our resources• Actively look outside for new ideas and research• Attend and encourage others to attend training and conferences and bring back new ideas• Understand what generates profit• Free up budgets to spend where most needed• Empower and coach my team to come up with their own solutions• Make use of people’s skills from outside of work as well as at work	<ul style="list-style-type: none">• Use resources just because we have them• Say “no” just because of lack of resource• Just go for quick wins because they are easy• Allow wastage in our work areas• Take on too much at once• Create a stressful environment for myself or those around me

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>