

June 2022

Thank you for your interest in the post of Welcome Assistant.

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website www.stratfordeast.com for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Supporting statements can be submitted in written, video or audio format, please see the application form for more details.

To apply for the post, please:

- Complete an application form. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- Enter your details on our online submission form:
- [Click here](#) and upload the application form.
- When submitting your application form via our website, please ensure your full name is part of the file name of the document you upload.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **Midday on Monday 11th July 2022. Applications received after midday on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **Tuesday 19th July 2022.**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable

adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

Theatre Royal Stratford East

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal

Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Nadia's first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and powerful rendition of August Wilson's *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten's *Noyes Fludde* in collaboration with English National Opera.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

Our Mission

- We produce work of the highest artistic quality that is:
 - Popular: Theatre of the highest quality that seeks to move and entertain everyone
 - Political: Work that provokes discourse about the world we live in and our place within it
 - Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
- We ensure diversity and inclusion is central to everything we do
- We are investing in our Grade 2 listed building
- We work to be environmentally sustainable
- We nurture and develop our staff
- We create and champion opportunities for a diverse range of artists
- We develop an emerging generation of talent
- We present a year-round participation programme for people of all ages
- We engage with local partners and people in Newham and the East London area

Governance and Finances

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the

theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

Safeguarding and Safer Recruitment Practises

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

Applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

JOB DESCRIPTION

Job Title: Welcome Assistant

Reporting to: Venue Manager

Key Working Relationships: Building Duty Manager, YES Team

MAIN PURPOSE OF THE POST

To be the first point of contact for visitors to Stratford Youth Zone, providing a welcoming environment, and working with the Admin Assistant and Building Duty Managers to ensure that building is running smoothly.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Customer Service

- Be the main point of contact for all customers and staff coming into the SYZ building
- Be friendly and approachable

- Be knowledgeable about the events on each day so they can provide information when asked
- Provide a courteous, helpful and well-informed first point of contact for young people, hirers, audience members, visitors, team members and contractors
- Answer phone calls in a polite and effective way ensuring that steps are taken to aid in the resolution of the enquiry
- Work effectively to resolve any issues brought to your attention, escalating, where appropriate, to the relevant department
- Keep up to date with knowledge of the activities taking place in the building
- Undertake effective handovers with your colleagues adopting a clear desk policy
- Liaise with the Duty Youth Worker, to ensure young people are getting the appropriate welcome and sign in

Administration

- Support the Operations team in the management of the room bookings system for internal and external bookings
- Work with Finance department to generate all invoice requests for external client bookings
- Responsible for putting up any signage at SYZ when the purpose of a space changes – e.g. when the ground floor toilets are to be used for adults not solely for young people
- Responsible for putting up signage on the doors of each space at SYZ with the times of each event on

to ensure bookers don't go over their allocated time slot

- Support Building Duty Managers on some admin tasks
- Ensure the reception area is kept tidy at all times
- Ensure that all post and packages are received and distributed to the appropriate department and that all out going post and packages are sent within agreed times
- Carry out regular walkarounds of the public areas checking for rubbish, that furniture is in the correct places, that FOH signage is in a good state
- Support the Operations team in the management of catering set up for events
- Support the Operations team with administration tasks such as reports, printing registers and logging lost property
- Issue car parking permits for visitors and contractors, when needed

Health, Safety and Security

- When necessary, support the Building Duty Manger with locking up the building at the end of the day
- Act as Fire marshal and support the Building Duty Manager during emergency procedures
- Act as point of contact in case of emergency, and liaise with Building Duty Managers via radio as needed
- Ensure all visitors and staff have signed in, in the appropriate way

- Follow, brief and advise on Covid procedures ensuring a safe environment for all young people, hirers, audience members, visitors, team members and contractors
- To be constantly vigilant and aware of the safety and security of employees within the building as well as the public who use the building, (security being personal safety in the first instance, and the safe-guarding of possessions and property in the second instance)

Other

- Advocate for TRSE, its mission, aims and activity
- To be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
- To work across all sites run by TRSE
- Other tasks as required, appropriate to the overall purpose of the post

PERSON SPECIFICATION

	Essential	Desirable
Experience and Knowledge		
Experience of working in a customer facing role	X	
Knowledge of H&S processes including fire evacuation		X
Skills		

Computer literate including a good working knowledge of Microsoft Office	X	
Good attention to detail	X	
Good organisation skills	X	
Personal Attributes		
Eager and enthusiastic to learn new skills	X	
Friendly and welcoming attitude	X	
Proactive, and good at multi-tasking	X	
Work well in a team	X	

Contract type: Part time, fixed term until 31st August 2023

Salary: £11.05 per hour

Hours of Work: Minimum of 35 hours, 5 shifts across Monday - Saturday including evenings

Holidays: 30 days per annum including bank holidays pro rata

Probation: 3 months

Notice period: 8 weeks (after probation)

INFORMATION

TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.

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