

YMCA Yorkshire Coast

JOB DESCRIPTION

Job Title:	Theatre Operations Assistant
Responsible to:	The Theatre Manager
Job Purpose:	Assisting in the effective, safe and efficient running of the YMCA Theatre. Assisting as required in other delegated aspects at YMCA Yorkshire Coast.
Work Hours:	Working hours to be as required and agreed with the Theatre Manager (flexibility required, as each week will be different) Weekend work will be required to meet the needs of the Theatre Calendar Average of 20 hours per week
Salary:	£11,856 per annum
Holiday Entitlement:	25 days plus bank holidays, pro rata (the role requires the postholder to work some public holidays)

Job Context:

YMCA Yorkshire Coast is respected locally and increasingly further afield for the quality of the support it gives to young people and others in the local community. Through continued development it now boasts some excellent facilities.

Current activity is split between the provision of leisure-related activity (delivered through our own instructors, or through third parties using our facilities) and productions presented in our theatre, by our own production company or by others hiring the facilities.

Our theatre is our flagship projects which hosts over 50 different productions each year, with more than 130 performances. Our overall footfall of more than 120,000 each year, numerous groups hiring our facilities and the activities we deliver make for a busy and active environment. We have built a reputation for offering a range of opportunities to young people and others and must work hard to maintain and constantly develop our offering. This role involves working directly with young people, customers, volunteers and other staff, and therefore to many people, will be the face of the YMCA.

The *Theatre Operations Assistant* will have responsibility for assisting in all aspects of the YMCA Theatre's operation, including its programme, facilities and volunteers, under the guidance and supervision of the Theatre Manager. In addition, the role will provide support as required in completing delegated tasks within the YMCA but outside of the theatre.

Main Duties:

- a] Act as duty manager in the absence of the Theatre Manager.
- b] This post is a key holder position and as such requires a robust approach to security across the YMCA site.
- c] Uphold a robust approach to health & safety in the YMCA Theatre, completing risk assessments where required.
- d] Assist the Theatre Manager ensure that all licensing requirements are met and upheld.
- e] Assist the Theatre Manager with stock control in the Theatre Bar, Candy Corner and Ice Cream area. Carry out or delegate monthly stocktaking.
- f] Assist with the management of the theatre technical volunteers and members. Help motivate, develop and support the team of technical staff, members and volunteers. Ensuring that all staff, members & volunteers have a flexible and friendly approach in line with YMCA Scarborough's values and feel part of, and appreciated by, the organisation.
- g] Assist with the management of the Front of House volunteers. Help to recruit, coordinate, motivate, support and work closely with theatre volunteers, to provide meaningful, enjoyable volunteering opportunities and a quality service to all our customers.
- h] Help to train young people and others in the safe and efficient operation of theatre equipment leading to the awarding of a certificate of achievement
- i] Provide pastoral support to members, building rapport with young people, listening to their concerns and encouraging young people to get involved.
- j] Set up and operate lighting as and when required or in the Theatre Technicians absence.
- k] Set up and operate sound as and when required or in the Theatre Technicians absence.
- l] Set up and operate audio-visual equipment as and when required or in the Theatre Technicians absence.
- m] Ensure all equipment is returned to the appropriate storage location promptly and safely, and any missing or damaged items are brought to the attention of the Theatre Manager as soon as possible
- n] Liaise with individuals and groups hiring the theatre to ensure that their needs are met
- o] Attend additional training as required
- p] Uphold all YMCA Policies and Procedures
- q] Assist in completing the day-to-day tasks as delegated, required for the effective operation of YMCA Yorkshire Coast.

SCOPE & LIMITS OF AUTHORITY:

The post places a critical reliance on the post holder's initiative, creativity and professionalism. The post holder is expected to work closely with volunteers, young people and adults to maintain and improve the quality of support given, and the resulting performance. The postholder will be required to deputise for the Theatre Manager.

The post holder will report directly to The Theatre Manager.

RELATIONSHIPS:

The postholder will work closely with young people and others and will be expected to exhibit role-model behaviour at all times. It is imperative that whilst forming supportive relationships, you understand and respect professional boundaries.

The post-holder is to establish and maintain strong working relationships with colleagues and volunteer staff of YMCA Yorkshire Coast and hirers and users of YMCA facilities.

The Post Holder will be expected to demonstrate leadership qualities in all relationships.

SCALE AND IMPACT:

The post holder will often be the first point of contact for new customers and volunteers, as well as an on-going point of contact for various individuals and groups. As such, they will be considered by some as the contact at the YMCA.

DISCRETION TO ACT:

The post-holder is expected to exercise his/her discretion in the performance of the duties of the post and to use best practice commensurate with protecting the safety of clients and colleagues, and the effective and efficient use of resources, within the limits agreed with the Theatre Manager.

ENVIRONMENT:

The post-holder is required to ensure that the rules, regulations and discipline of the YMCA are maintained for the benefit of members, volunteers, staff and other users of the building.

The duties of the post require considerable flexibility including working unsociable hours and working with disadvantaged groups.

The post-holder is required to pass an Enhanced Disclosure and Barring Service (DBS) Check and be willing to obtain a Personal Licence.

**YMCA Yorkshire Coast
March 2023**

PERSON SPECIFICATION – Theatre Operations Assistant

ITEM	ESSENTIAL	DESIRABLE (We certainly don't expect everyone to have all of these)
Knowledge & Skills	<ul style="list-style-type: none"> ➤ A Passion for the Arts with a flair for creativity and innovation ➤ An understanding of the challenges faced by young people and how to motivate different age groups ➤ An understanding of Health & Safety, and how to apply these in practical terms ➤ An understanding of safeguarding, and how to apply these in practical terms. ➤ Operating knowledge of theatre equipment, including lighting and sound desks and associated equipment ➤ Excellent verbal and written communication skills and an attention to detail ➤ A good level of IT skills including Microsoft Suite of products and good administrative skills ➤ Strong interpersonal, leadership and people management skills ➤ An ability to defuse conflict in a sensitive and positive manner ➤ Proven track record in developing effective teamwork ➤ An ability to work within budget and to deadlines ➤ An ability to delegate, monitor, evaluate and risk assess tasks and activities 	<ul style="list-style-type: none"> ➤ Recognised Health & Safety qualification ➤ Recognised Management qualification ➤ Recognised technical theatre qualification ➤ A recognised Youth Worker qualification ➤ Knowledge of local theatre and dance groups ➤ Recognised and current First Aid qualification ➤ Hold a Personal Licence
Experience	<ul style="list-style-type: none"> ➤ Experience in working in the technical side of theatre ➤ Experience of working directly with young people ➤ Experience of supporting volunteers ➤ Event Management Experience ➤ Experience in overseeing hospitality operations ➤ Experience in a customer facing operational role in cultural venue, visitor attraction, catering, retail, hotel, restaurant, bar or other hospitality environment. 	<ul style="list-style-type: none"> ➤ Working within a charitable setting ➤ Balancing charitable objectives with business demands ➤ Experience of fundraising ➤ Theatre production experience
Personal Qualities	<ul style="list-style-type: none"> ➤ You are willing to get involved in all tasks when necessary ➤ You understand the importance of earning the trust and confidence of others ➤ You are calm and able to handle conflicting priorities under pressure ➤ You are driven to achieve the very best and motivate others to do the same ➤ You embrace change and promote change to others - you demonstrate a 'can-do' attitude ➤ You bring energy and vibrancy and are a catalyst for new ideas ➤ You are open-minded, keen to learn, take advice and receive feedback ➤ You are confident around people of all ages, from all backgrounds ➤ You respect others' opinions and treat everyone equally and people really matter to you ➤ You are well-organised, punctual, resilient, utterly reliable, honest and trust-worthy ➤ You behave in a way that provides a role-model example to others 	

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