

Troubadour

THEATRES

TROUBADOUR THEATRES LTD
OPERATIONS ADMINISTRATOR
JOB DESCRIPTION

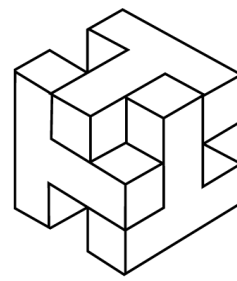
Troubadour Theatres is a company which specialises in large-scale installation theatres. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for an experienced, hard-working and motivated Operations Administrator who can give administrative support to the operational team working primarily to ensure that methods and standards are effective and efficient whilst helping to ensure maximum efficiency and profitability for the business.

The role requires an “all-rounder” who is able and willing to undertake a variety of tasks from general administration assistance through to varied accounts/finance-related duties such as building and managing budgets and financial forecasts. The role will involve working in a fast-paced environment where the ability to work under pressure and to clearly defined deadlines is key. The Operations Administrator will report directly to the Operations Manager.

Responsibilities:

- Ensure the office is efficiently run, including the maintenance of IT and telephone systems and liaising with all external contractors
- General administrative and diary support to the operational team and maintain effective filing systems for Troubadour Theatres
- Any other ad hoc duties as reasonably requested by the operational team
- Provide administrative support in pitching for new business including fundraising events and activities
- Assist the operation team to ensure the efficient operational management of the theatres and their facilities and to ensure that income streams from them are maintained and increased
- Create weekly rotas and approve timesheets for our casual Stage Door staff.
- Assist the Finance Manager on weekly payroll and any other finance support.
- Assist the Events & Hires Manager with the booking of the Rehearsal Rooms and other spaces.
- Deal with customers emails, such as complaints, feedbacks and general questions.
- Be the intermediary between Stage Door Team, Site Crew and Management.
- Manage Stationery orders and any other delivers that might be needed.
- Keep an eye to the Troubadour Theatres Website and make sure that all the information is up to date.



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- Create job descriptions, upload opportunities and screen CVs applications.

Requirements:

- An enthusiastic and capable administrator
- Accurate data entry skills.
- Good organisational ability
- Excellent time management skills with the ability to work with a varied and heavy workload and to juggle competing priorities
- Advanced skills in Microsoft Word, Outlook and Excel spreadsheets and use of the internet
- Excellent written, numeracy and verbal communication skills
- Tact, diplomacy and discretion
- Eye for detail and accuracy
- A flexible approach to working hours
- Ability to prioritise effectively and remain calm under pressure.
- A sense of humour
- A willingness to work as part of a team
- Possess drive and enthusiasm to deliver constant continuous improvement and a passion for service excellence

Annual Holiday: 20 days plus bank holidays, pro rata to length of contract

Working Hours: Usually 10am – 6pm Monday to Friday but some additional hours will be required

Contract: Full time with a three-month probationary period