

JOB DESCRIPTION

Position: Theatre Administrator.
Matpro Limited, Cary Point, Babbacombe Downs Road, Torquay TQ1 3LU

Responsible to: Colin Matthews (Managing Director) and Sharon Waring (General Manager).

Hours: 36 per week.

Objective: To provide administrative support, to assist in the effective operation at Babbacombe Theatre.

Duties:

- Weekly Payroll for Babbacombe Theatre, Employee's records, holiday pay and pension.
- Liaise weekly with departmental managers regarding, time sheets,
- Process and calculate the wages and invoice payments on HSBC Business Internet Banking
- Maintain accurate accounts records – manually and on the computer
- Maintain and operate a system to ensure records for all employees are correctly filed to comply with the General Data Protection Regulations. The Theatre Administrator also acts as the company's Data Controller
- Handling of all leaflets/posters. Co-ordinating all overprinting as required. Deliver leaflets and posters to local tourist information centres and Stagecoach office in Torbay, mailing to other information centres, whilst supplying the box office.
- Council Poster sites - co-ordinate the display schedule and arrange collection/ delivery to Torquay's Town Hall
- Website – as and when required, in the absence of the GM or when her workload is heavy ensure updates are applied and assist with managing website information.
- Oversee the office stationery orders
- Handle the post for the office and the box office
- Effectively handle telephone, letter and email enquiries
- Supply attendance records for the chaperones and children, for use backstage, only when children are involved and for the venue's own productions.

- Assist the GM should the children's performance schedule need revising by contacting parents to arrange cover when a child becomes unavailable.
- Assist where necessary with new productions – auditions & costumes etc.
- Invoice all agency bookings – Tourist Information Centres, (Torquay/Newton Abbot/Dawlish) and the hotels that book direct
- When required cover the Box Office-usually picking up calls when the box office is closed.
- Send weekly emails (every Monday) to show producers confirming their tickets sales and revenue.
- Add new shows to Ticketsolve, (the Box Office Ticketing System) only when the box office staff are unavailable. Make updates if needed in the absence of the Box Office Manager

Assist the GM, with Facebook and Instagram posts, and oversee all posts on the venues Twitter

- Add all shows to various listing websites including events on FB.
- Create forms when needed – IF SKILLS INCLUDE USING PUBLISHER create artwork when required.

PERSON SPECIFICATION

Specification	Essential	Desirable
Education/training	<p>Good general education, GCSE English & Maths.</p> <p>Suitable Administrative Qualification i.e. NVQ admin</p> <p>Computer skills</p>	<p>An ability to create basic artwork</p>
Experience	<p>Understanding of administrative procedures, with some actual experience of payroll/pensions</p> <p>Experience of working in a customer facing role, including handling a wide range of enquiries particularly by telephone and email responses</p>	<p>Quickbooks & Iris Payroll software</p> <p>Excel.</p>

<p>Relevant Skills/Aptitudes</p>	<p>Ability to work under own initiative and as a member of a team</p> <p>Effective verbal and written communication skills, including the ability to draft correspondence such as email responses</p> <p>Word Processing skills, including the ability to produce documents with appropriate formatting</p> <p>Fluent user of email and Internet browsers</p> <p>Ability to organise own work to meet deadlines</p> <p>Accuracy and attention to detail</p>	
<p>Personal Attributes</p>	<p>Pleasant personality/self motivated</p> <p>Able to work under pressure & multi-task</p> <p>Able to maintain confidentiality</p> <p>Demonstrate enthusiasm and a willingness and interest in learning new skills</p> <p>Adaptable to change</p>	<p>Have an interest in theatre and/or the performing arts</p> <p>Artistic Flair</p>
<p>Other</p>		<p>Hold a full drivers Licence</p>