



JOB DESCRIPTION.

JOB TITLE	Visitor and Audience Operations Support Manager
REPORTS TO	Head of Visitor and Audience Operations
DIRECT REPORTS	None
DEPARTMENT	Visitor and Audience Operations

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare

The Visitor and Audience Operations department is made up of a large operational team encompassing the management and delivery of the tours, performance and event operations, and is responsible for a large volunteer team. It also supports the Retail function and wider Globe activities and provides Duty Management for the site. The team collaborate closely with other departments to bring the highest standards of audience experience in the delivery of all the Globe's work.

PURPOSE OF JOB

The Visitor and Audience Operations Support Manager is responsible for department wide support of the front facing operation. You will be actively supporting the administration and behind the scenes operations of the department. You will be working across the team supporting the volunteer, tours and site management processes and procedures and departmental administration of any Under Globe events. You will also be connecting with the wider team across the Globe to ensure the department support the work of other departments effectively with accurate and up to date information.

PRINCIPAL RESPONSIBILITIES

- Act as the administrative lead for the department, creating and implementing strong procedures that underpin the front facing operation
- Be a primary point of contact for administrative enquiries and ensuring these are followed up
- Providing ad hoc support to all areas of the department
- Working closely with the Head of Visitor and Audience Operations and the Staff Operations team to ensure activities and events are integrated into departmental and staff planning
- Administrative oversight of all events taking place on the Globe site particularly in the UnderGlobe space, ensuring that each session is managed, planned, staffed, delivered, evaluated and resourced to a consistently high standard.
- Regular liaison with other departments as well as any external parties to ensure any relevant information is gathered and shared within the department
- Facilitate the creation and distribution of regular departmental newsletters working closely with the wider team
- Book spaces in line with departmental activities
- Collate the interdepartmental training and development plan and liaise with trainers both internal and external as required

- Attend organisational meetings as required.

PERSON SPECIFICATION

- Experience of managing or supervising people.
- Significant experience of administration in a fast-paced environment.
- Effective communication and interpersonal skills with the ability to build effective relationships with a wide range of people at all levels, internally and externally.
- Knowledge and experience in basic HR best practice
- Strong administrative and organisational skills with attention to detail and the ability to prioritise and work effectively to deadlines.
- Able to use initiative and anticipate and resolve problems.
- Able to manage stakeholder relationships effectively
- Sound working knowledge of Microsoft Office, including Excel and Teams.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others.
- Thoughtfulness, reflecting, and problem solving.
- Influencing and communicating with others.

The post holder must at all times carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Permanent / Part-Time (Happy to talk flexible working)

[A full set of terms and conditions will be supplied with a contract of employment]

Hours: **21 hours over 3 days** per week, exclusive of meal breaks. Occasional additional hours at evenings and weekends may be required for which time in lieu may be granted. There are no extra payments for additional hours worked.

This role is suitable for hybrid working at least 1 day a week worked on site.

Salary: **£16,500 per annum** (based on £27,500 full-time equivalent)

Holiday: The annual leave entitlement for full-time roles is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; flu vaccination scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.