



Candidate Information Pack

Assistant Technician (Playhouse)



**Norwich
Theatre**

“Our profound belief is to inspire a sense of magic in all those who see our performances, take part in our activities, work here, or just spend time in our buildings”



WELCOME



Thank you very much for your interest in coming to join our team here at Norwich Theatre and we hope that you will enjoy what you read within this recruitment pack and be encouraged to get in touch with us.

Over recent years Norwich Theatre has seen a significant period of change – some of our own choice and some as a result of the pandemic. However, setting all of this aside, one thing has remained constant for me and that is the unwavering commitment to our core mission of bringing people together to share in creative experiences.

This mission is the life-blood of our organisations and the things that drives me and our whole team. It also powers our future journey forward which will be an exciting one and will one that I hope you will be keen to join.

Thank you again for your interest in the role I wish you the very best should you choose to proceed with engaging with us.

Handwritten signature of Stephen Crocker.

Stephen Crocker
Chief Executive & Creative Director

ABOUT US

Norwich Theatre is one of the leading arts organisations in the UK and the largest in the East of England, presenting a vibrant programme of live performance and creative engagement activities to entertain, enrich and inspire audiences of all ages and backgrounds.

We are a creative force and culture hub at the heart of Norwich and Norfolk, working with local, national and international partners to create and share extraordinary theatre experiences as well as host the best touring productions the UK and the world have to offer.

Every year, over 500,000 people visit our venues, Theatre Royal, Playhouse and Stage Two. Whether you watch a show, take part in our activities or relax in our restaurant and bars, these spaces are for you. Additionally, as part of a major digital transformation to future proof our programmes and buildings, in 2021 we have established a Digital Stage which allows us to work with a broader range of artists, reach out to and engage with a wider and more diverse audience.

We are an independent not-for-profit charity with no regular public funding, and rely on a share of ticket sales, one-off grants, fundraising/membership schemes and other commercial activities to deliver the work we do. Any surplus funds generated each year are reinvested into our artistic and creative programmes and support our work with the community to keep inspiring future generations.

At the core of our organisational values is a profound belief that we should;

“inspire a sense of the magic of theatre in all those who work here or who visit to see our performances, take part in our activities or spend time in our buildings.”

A commitment to brilliant experiences underpins everything we do and shapes how we work as a team, the partners we work with and the way in which we welcome our visitors. Fundamentally, we believe that our work and our buildings should be for everyone.

At Norwich Theatre, we believe in the power of arts and culture to nurture society and regenerate communities. As a creative force and cultural ambassador for Norwich and Norfolk, we deliver inspiring and wide-reaching artistic programmes both on and off our stages. We work with established and early career artists/theatre-makers/companies from all backgrounds and disciplines to create and present bold and ambitious artistic projects and creative experiences.

Sitting alongside our artistic programme, our creative engagement activity is crucial to achieving our vision as it connects with an exceptionally diverse mix of people, it encourages creative development and supports social and emotional wellbeing. Every year, more than 5,000 people of all ages and backgrounds engage with our award-winning Take Part programme and flagship community engagement series Creative Matters.

DIVERSITY & INCLUSION

Theatres should be places which reflect and embrace the diversity of the world we live in, but still so many stories are left untold. We are a Theatre of Sanctuary and believe we have a responsibility to use our platform to create a safe environment for all members of our community to come together and to champion creative voices from all backgrounds.

We are committed to long-lasting and meaningful change, and always willing to re-examine and challenge our practices and ways of thinking in order to develop creative programmes, practices and policies that support, foster and develop a culture of equality and inclusion both on and off our stages.

We are actively engaged in becoming a more open organisation by creating opportunities for transparent and safe discussions amongst our peers and colleagues and by using our platforms to amplify marginalized voices.

We particularly recognise the under-representation in our workforce of people from the Trans community, people with disabilities as well as Black, Asian and global majority people. We are also mindful that fair access to working in the arts remains one of the most urgent issues facing our sector today, with those from lower socio-economic backgrounds still vastly underrepresented amongst the artists and employees of UK theatres.

We are committed to addressing this under-representation and welcome applicants from these backgrounds, identities and experiences.



SUSTAINABILITY

As the largest arts organisation in the region, we are aware of our role in trying to minimise our impact on the environment and the importance of championing/ influencing change. We recognise the need to embed environmental awareness across all our departments to ensure we can continue to work for generations of artists/performers and audiences to come.

We have worked closely with creative environmental charity Julie's Bicycle to develop and implement a carbon and energy reduction programme across our three venues.

Since recording our data in 08/09 we have reduced our carbon footprint by over 70% in some areas:

- 76% energy per performance
- 79% of waste is now recycled and doesn't go to landfill
- 50% reduction in gas and electricity use over the last two years
- Reduction in our water usage



WHY JOIN OUR TEAM?

You can

- Support us to make a huge difference to the lives of people within our community through the work we do on and off our stages.
- Work in a creative environment that is a key part of our city, county and regional cultural offer.
- Be part of our fantastic culture with people who are incredibly skilled, experienced and passionate about what they do.

Benefits, Flexibility & Wellbeing

Here are the things that we offer to our people:

Learning culture

- Ongoing training and development support both internally and externally.
- Professional membership subscription support.
- Genuinely inclusive culture which embraces open two way communication through various forms such as;
 - Forums
 - Steering Groups
 - Regular feedback surveys and 'Pulse Checks'
 - Regular organisational updates
- Opportunity for internal job shadowing.
- Internal & External Coaching and Mentoring Support.

Health & Wellbeing

- Focus on ensuring all our people are able to enjoy a healthy work / life balance supported by our health and wellbeing offering
- Subsidised wellbeing events and activities throughout the year
- Access to an Employee Assistance Programme
- Corporate Gym Discounts

Theatre Perks

- Access to complementary show tickets across all three of our stages
- Discounted show tickets
- Generous discounts in our bars and restaurants

Not forgetting

- Enhanced Employer Pension Contributions
- Flexible working
- Enhanced holiday allowances which increase with length of service
- Eye care vouchers
- And of course, free tea & coffee.

THE ROLE

Department	Technical
Reporting to	Playhouse Technical Manager
Hours	45 hours per week (targeted average) working a varied rota over 7 days of the week including and night work
Salary	£29,000 per annum

Main Purpose of the Role

- Working as part of a team in maintaining the required high standards of presentation and maintenance in all the theatre's premises
- Ensuring all productions are presented safely and efficiently and make full use of the available facilities with primary responsibility for stage equipment and systems
- Ensuring the Theatre's premises are maintained in excellent condition with primary responsibility for stage equipment and systems and building fixtures, fittings, furnishings and decorative order

KEY RESPONSIBILITIES

Production

- Assist in the safe and efficient set up and take down of in house and touring production equipment
- Assist with servicing, repair, maintenance and upgrading of production equipment
- Operation of production equipment
- Liaising with and assisting touring companies with their requirements and providing support, expertise and solutions as required
- Motivating the technical team to deliver productions to a high standard and on time
- Assist in the provision of technical support to partner venues, external events, hospitality and fundraising events

Administration and Finance

- Assist in the maintenance of equipment inventories, inspection and service records
- Liaising with Line Manager with regard budgets relating to production and building wide systems
- Assist in specifying new equipment, upgrades and relevant training requirements
- Assisting with the completion of Technical Department administration including wage-sheets, contra and show reports etc.

Health and Safety

- Continuously monitoring technical safety procedures
- Assisting to record risk assessments for any significant risk in the workplace
- Ensuring a safe working environment in technical areas and in other departments at all time

Buildings and Properties

- Assisting with general facilities and systems maintenance
- Assist in the general housekeeping of technical areas
- Liaison with Outside Contractors / Service Engineers

Learning and Participation

- Assisting in the supervision and induction of regular technical work experience placements or interns
- Participating in the provision of educational tours of the technical department
- Providing technical support for education workshops and activities

Other

- Assist in miscellaneous equipment hires
- Delivering technical skills and services outside of the theatre's premises as required from time to time
- Any other duties as may be required

Stage and Facilities Specialism

- Operation and maintenance of the in-house stage engineering systems, flying system, stage equipment and lifting equipment
- Ensure toured stage and lifting equipment is fit for purpose and constructed/ rigged correctly
- Conduct first line preventative and reactive maintenance to stage equipment and systems, building fixtures, fittings, furnishings and decorative order

Organisational Wide Responsibilities

- To demonstrate and promote our core values;
 - "To inspire a sense of the magic of theatre" to both your colleagues and anyone who visits us to see our performances, take part in our activities or spend time in our buildings.
 - To support and contribute to our commitment to provide brilliant experiences. This underpins everything we do and shapes how we work as a team, the partners with whom we work and the way in which we welcome our visitors.
- To maximise the opportunities for inclusion throughout the theatre's activities
- To actively support the theatre's ambitions to reduce its impact on the environment
- To comply with all theatre policies including Safeguarding, Equal Opportunities, Health and Safety, ICT, Data Security and Protection
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation.

This description is not exhaustive and may change to meet the needs of the business as the strategic vision for the department and organisation evolves. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.

PERSON SPECIFICATION

	Essential	Desirable
Experience & Knowledge	<ul style="list-style-type: none"> • Extensive practical technical experience as a Stage Technician to include knowledge of common stage equipment and systems. • General knowledge of all technical disciplines gained through working in a receiving theatre or similar related industry • Some understanding and practical experience of general building maintenance 	
Attributes	<ul style="list-style-type: none"> • Availability to work a varied rota across daytimes, evenings, night shifts and weekends • Be well-organised and capable of prioritising work to meet critical deadlines • Ability to work on own initiative and as part of a team • Ability to communicate effectively and build positive, co-operative relationships with colleagues, visiting companies and customers • Be responsible, honest and reliable 	
Skills	<ul style="list-style-type: none"> • Ability to work at height using access equipment and p.p.e. as necessary • Ability to lift, carry, load and unload production equipment • Ability to interpret technical information and have good problem solving skills • Awareness of current appropriate health and safety regulations • Be a competent IT user • Have some budgeting skills 	<ul style="list-style-type: none"> • Driving Licence
Qualifications		<ul style="list-style-type: none"> • City & Guilds 2391, 2394 and 2395 qualifications

FURTHER INFORMATION

Please visit our website norwichtheatre.org for further information and where to find each of our venues.

If you would like to arrange an informal and confidential discussion about the role, please contact applications@norwichtheatre.org

Data Protection

All applications will be processed in accordance with General Data Protection Regulations (GDPR). All applications will be held for a period of six months for the purposes of consideration for future roles, after which point they will be securely destroyed. If you do not wish for your application to be held for this duration then please notify us by emailing; hr@theatreroyalnorwich.co.uk.

Equal Opportunities

We seek to employ the most skilled candidate for every job and will treat all employees and job applicants equally throughout the selection process. All employees or potential employees will receive support if needed and adjustments made, and will be considered on the basis of their merits and suitability for the post measured against the job description and person specification.

How to apply

To apply for this position, please provide the following two pieces of information:

- A comprehensive CV and details of two referees;
- A covering letter or supporting statement, explaining how you believe your skills and experience match the requirements of the role, directly addressing the criteria as outlined in the Job description & Person Specification.

Applications should be submitted electronically to applications@norwichtheatre.org

