



# Candidate Information Pack

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**Programming & Producing Assistant**



**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.

# OUR VALUES

## Creativity

We nurture our own creativity, apply our creative skills to everything we do and respect the value of all forms of creative experience

## Impactfulness

We deliver our work focussed on achieving positive impacts for the people and places with which we engage

## Honesty

We are open and honest with ourselves and all those with whom we work

## Kindness

We lead with kindness when working together and with others

## Inclusivity

We listen carefully and always strive to co-create to ensure that we hear the most diverse range of voices and actively break down real and perceived barriers

## Bravery

We are not afraid to challenge ourselves and actively embrace experimentation and innovation in pursuit of our vision



# 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

<b>Department</b>	Creative Programmes
<b>Reporting to</b>	Programming Manager and Producer
<b>Hours</b>	37.5 hours per week (hours are worked to meet the requirements of the role and some evening and weekend work will be required)
<b>Salary</b>	£21,000 per annum

The Programming & Producing Assistant assists and supports production and event operations functions. These encompass a wide variety of activities including visiting theatre company productions, internal productions, community engagement activities and commercial events. The Programming & Producing Assistant plays an essential role in administrative processes that insures successful implementation of the Theatre's artistic vision, as well as attending rehearsals and performances/events, which will include evening and weekend work.

## Main Purpose of the Role

- Provide administrative support for the Creative Programmes Team in delivering a balanced and commercially sustainable theatre programme for our four stages.
- Provide administrative, planning and operational support for the organisation's programming and producing programmes.

# KEY RESPONSIBILITIES

## Programming

- To be a point of contact for general programming enquiries, hires of the buildings and other general enquiries for the department.
- Responsibility for programming administration support, including deal memos and contracts using the venue management system YesPlan.
- Assist with the administration of Access performances across all stages.
- Liaise with the Finance Department on reporting, invoicing and settlements.

## Productions

- Assist with the planning and preparation of Norwich Theatre productions as directed by the Programming Manager and Producer.
- Communicate directly on behalf of the department with production personnel, co-producers and others on matters relating to individual productions.
- Provide chaperone assistance to productions where required.

- Be responsible for the archiving and storage of materials relating to programming and individual productions.
- Prepare/copy scripts for rehearsals
- Book accommodation and travel when required for production personnel
- Ensure that production protocols and policies are up to date and distributed in a timely manner

## Administration

- Coordinate meetings, including sourcing and booking venues if required.
- Prepare paperwork for meetings and take minutes if required.
- Maintain an appropriate level of confidentiality at all times, with particular regard to sensitive information ensuring that such information is securely and appropriately filed.
- Develop, maintain and update the Directorate's key contact databases for individual productions and theatre companies.
- Provide general administrative support to the department as required.

## Artist Development & Advisory Programmes

- To work with the department on developing the artist development programmes and assisting as relevant, as directed by the Artist Development Co-ordinator.
- Provide high level of welcoming support and care to artists and companies as a first point of contact.
- Provide administrative support including data input and analysis and evaluation material for projects within Artist Development.
- Provide administrative support for the Artist Advisory Group.

## 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 & may change to meet the needs of the business as the strategic vision for the department & 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
<b>Experience &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Previous experience working within an arts environment</li> <li>• Experience of assisting with the producing of theatre performances.</li> <li>• Knowledge of contemporary theatre and the UK theatre sector.</li> <li>• Experience of providing administrative support.</li> <li>• Knowledge of theatre programming, deals and contracts.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of providing administrative support for programming within a theatre.</li> <li>• Experience of project evaluation &amp; monitoring</li> <li>• Experience of event management</li> <li>• Understanding of participation, creative learning and engaging with diverse communities.</li> <li>• Experience of working as a chaperone on productions</li> <li>• Knowledge of YesPlan Venue Management programme</li> </ul>
<b>Attributes</b>	<ul style="list-style-type: none"> <li>• Passionate about all forms of performance</li> <li>• Ambitious and creative</li> <li>• Innovative</li> <li>• Personable</li> <li>• Organised</li> <li>• Excellent communicator</li> <li>• Calm under pressure</li> <li>• Social skills necessary to deal with a range of clients</li> <li>• Energy and enthusiasm for working in an arts venue, and a willingness to develop</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in the arts and an understanding of a building-based arts organisation</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to solve problems and make effective decisions accordingly</li> <li>• Fully computer literate and numerate</li> <li>• Understanding of good customer service</li> <li>• Confident telephone manner</li> <li>• Good standard of literacy and comprehension</li> <li>• Ability to prioritise and work under pressure with good time management and organisational expertise</li> <li>• Energetic, creative team player with a high level of enthusiasm</li> <li>• Willingness to work flexibly which will require some evening and weekend work</li> </ul>	
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>• Safeguarding training (within past 3 years)</li> </ul>	

# FURTHER INFORMATION

Please visit our website [norwichtheatre.org](http://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](mailto:applications@norwichtheatre.org)

Please note that due to the nature of this post the successful candidate will require a current DBS check.

## 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](mailto: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](mailto:applications@norwichtheatre.org)

