

A photograph of the Park Theatre building, a modern red brick structure with large windows. The building features a prominent vertical sign on the right side that reads 'PARK THEATRE' in a stylized, white, outlined font. The ground floor has a glass-fronted entrance area with a sign that says 'THEATRE CAFE BAR'. The sky is blue with some clouds, and there are some bare tree branches visible in the upper right corner.


PARK
THEATRE

Operations Assistant Information Pack

Tickets: ParkTheatre.co.uk

Phone: 020 7870 6876*

*Telephone booking fee applies.

 **Finsbury Park**

About Park Theatre

Park Theatre is a neighbourhood theatre with a global ambition. In everything we do, we aim to be warm and inclusive; a safe space in which to work, create and visit. Born out of CEO / Founding Artistic Director Jez Bond's desire to create a new theatre in a part of London which held the possibility of significant impact in the local community, as well as within the wider theatre industry. Our mission is to give people access to intimate, honest theatre that entertains and provokes; to nurture creativity and host some of the biggest names of stage and screen; and to welcome everyone in.

We work with creatives of the highest quality to present compelling, exciting, and beautifully told stories across our two intimate spaces. Our programme encompasses a broad range of work from classics to revivals with a healthy dose of new writing, producing in-house as well as working in partnership with emerging and established producers from both the commercial and subsidised sectors. On stage, Park Theatre is a place where audiences can see the finest talent of today alongside the stars of tomorrow.

Within the industry, we aim to be a creative home from home for actors, writers, directors, and producers; we offer our spaces as a platform for development, rehearsed readings or sharings of new projects, with the aim of securing a future life either on our own stage or on another. We strive to play our part within the UK's theatre ecology by offering mentoring, support, and opportunities, encouraging the next generation of artists and producers to learn their trade and flex their muscles within a professional theatre-making environment.

We are invested and rooted in our local community and work with local residents, businesses, and partner organisations to create a better Finsbury Park for everyone. Our Creative Engagement strategy seeks to widen both the number and the range of people who participate in theatre, creating opportunities to engage those who may have had little or no contact with the arts before.

Park Theatre is a charity with two trading subsidiaries; Park Pizza, our F&B offer, and Park Theatre Productions, through which we produce our own shows.

Our Venue and Spaces

- **Park200** – seating on two levels, with up to 235 seats when configured on four sides
- **Park90** – a flexible studio seating 76 – 106
- **The Morris Space** – a multifunctional room used for rehearsals, workshops, readings, one-off events, and the majority of our creative engagement activity
- **Park Pizza & Theatre Bar** – attractive area located across two floors, catering for audiences and functions
- **Additional facilities** – including offices, three dressing rooms and a kitchen area

Artistic Programme

Since reopening after the pandemic our larger space (Park200), has seen 10 in house co-productions including *The Meat Kings! (inc) of Brooklyn Heights* (with Papatango), *A Place for We* (with Talawa) and *On The Ropes* (with The Production Exchange), Harry Hill's *Tony! The Tony Blair Rock Opera*, *When It Happens to You* (starring Amanda Abbington), two productions of our fundraising show *Whodunnit [Unrehearsed]*. In the last four years, two of our shows – *Tony!* and *Rose* – have transferred to the West End. In 2025, Park Theatre's Sales & Marketing team won the inaugural **Campaign of the Year award from The Stage** for their production of *Kim's Convenience* (with Adam Blanshay Productions).

Our operating model mixes shows brought in by outside producers with a growing proportion of our own productions / productions and an increasing focus on developing new work for our stages. In our flexible studio space (Park90) we have programmed critically acclaimed revivals of *Leaves of Glass* (Offie Award Winner), and Miss Julie and transferred Fringe hits such as *Cowboys & Lesbians* and *Going for Gold*, alongside big names like Greta Scacchi and Ivo Graham. Year round our artistic community utilises our spaces also use our spaces to develop work with readings and workshops of new plays.

Community

Creative Engagement is a growing part of Park Theatre's activity and is comprised of three strands.

Our flagship **Dementia Friendly Park** programme has grown from two participatory sessions per week to a much broader offering, working in partnership with other creative health providers and local authorities to deliver vital services across two boroughs to those living with dementia and their (unpaid) care partners in Islington and Haringey.

We have worked in partnership with **community organisations** in and around the Andover Estate for several years, either leading or supporting projects that create opportunities for stories to be shared and creativity to be celebrated in our local area.

We have a thriving programme for **schools and young people**, including building tours, workshops, show Q&As, work experience and other events. Our Youth Board influence our decision-making around all aspects of our work.

The organisation

Park Theatre is both a limited company and a registered charity. It operates subsidiary companies for trading and production.

Role Description

Operations Assistant

Responsible to: General Manager

Purpose of the Job

We're looking for an enthusiastic and organised Operations Assistant to help keep everything running smoothly behind the scenes at Park Theatre. This is a fantastic opportunity to play a key role in a creative, fast-paced environment where no two days are the same. We'll expect the postholder to act as a duty manager for the building during daytime hours, including managing some matinee performances, maintaining a safe environment and providing a warm welcome for all building visitors. It also includes setting up rooms, refreshments and tech, and supporting staff and other groups using spaces. The Operations Assistant will support the Box Office team in their capacity as the first point of contact for visitors, deliveries and queries.

The role will also be key in the coordination of the Park Theatre schedule, and the effective communication of all activity, utilising event management software, staff diaries and internal meetings to ensure everyone working at the theatre knows what they need to. Lastly, the Operations Assistant will manage the pool of volunteer ushers and their rota.



Job Description - Responsibilities

Operational Activity

- Act as Duty Manager for the Park Theatre building, opening up in the mornings and handling all the room set up requirements for the day
- Welcome external building users, provide H&S inductions where required and answer any queries related to their use of the building
- Collect and set up refreshments for Park Theatre's regular 'Dementia Friendly Park' programmes
- Support Box Office colleagues with visitors, contractors, deliveries and any queries as required
- Flag any building maintenance issues arising with the Technical & Building Manager
- Act as a building First Aider and Fire Marshal, coordinating emergency response procedures when needed

Scheduling Support

- Ensure all building activities are programmed into Park Theatre's event management software, and information is up to date
- Create and manage internal diary appointments for meetings and other key events
- Manage the admin@parktheatre inbox
- Manage the volunteer ushers rota, building the rota according to performance schedules and ensuring that there is adequate cover for every public performance
- Support the General Manager in inducting and training new volunteers and new Duty Venue Managers

Duty Management of Matinee Performances

- Act as the face of Park Theatre for audiences, taking full responsibility for front of house set-up and excellent customer service
- Coordinate with the operations team (including Duty Technicians, Stage Managers, Box Office Supervisors and Bar Supervisors) to ensure the smooth running of matinee performances
- Take responsibility for opening and closing houses, smooth entrances for latecomers and audiences returning promptly after intervals
- Ensure correct procedures are followed with ushers before each performance, including fire walks
- Lead Health & Safety briefings with ushers before each performance, serving as their main point of contact, and fostering a supportive environment where volunteers feel valued and empowered to deliver an exceptional experience
- Manage any customer queries or issues calmly and professionally
- Support any patrons with access requirements as required, ensuring that they have a safe and enjoyable visit
- Oversee the completion of post-performance Show Reports, accurately capturing operational activity in Artifax and analysing ticketing data via Spektrix
- Maximise income on programmes and all other merchandise, working effectively with the Box Office Supervisor and Cafe Bar team
- Maintain front of house displays and literature whilst on duty
- Ensure auditoriums and foyer areas are safe, clean and secure at the end of each matinee

General

- Uphold Park Theatre's vision and mission throughout all work activities and interactions
- Promote and maintain a positive inclusive working culture at Park Theatre, ensuring a safe and welcoming environment
- Actively engage with and contribute to professional development and training opportunities provided by Park Theatre
- Attend relevant internal and external events, meetings and conferences to inform the development of the Park Theatre's practices and nurture a collaborative working ethos
- Maintain a working knowledge of and adhere to staff policies as outlined in the Staff Handbook



Person Specification

Skills & Experience

- Duty management experience, ideally within an arts venue with live performances, and taking responsibility for audiences
- Excellent customer service skills, including the ability to resolve customer complaints quickly and discretely
- Experience using Spektrix and Artifax (or equivalent box office and event management systems)
- Staff or Volunteer management, including building and managing rotas
- Experience of working on accessible performances and/or supporting patrons with access needs
- Sound IT, written and numerical skills

Qualities

- Personable, with a professional demeanour
- Calm and confident when dealing with sensitive and high-pressure situations
- Self-starting and able to work unsupervised
- Excellent attention to detail
- Reliable and punctual
- Passionate about new writing and theatre in general

Desirable

- Fire marshal trained
- First aid qualification
- Evac+ chair trained
- Health & Safety management training
- Personal License holder

Interested in this role but not sure you meet all the criteria? Please consider making an application to us anyway – we're keen to hear from people who are excited by what we do, and if this role isn't right for you, there may be other opportunities.'



How to apply

Please submit a statement explaining, in no more than two sides of A4, what attracts you to the position and evidence of your ability to fulfil the role and meet the person specification. If you are submitting a job share application, please send us a joint letter and include how you would approach the shared role.

Please also submit a CV (or two CVs) outlining your skills, experience and/or training to date (no more than two sides of A4) and complete our Equal Opportunities Monitoring Form here:

<https://parktheatre.typeform.com/to/MGxqOBpT>

If you'd like to submit your application in another format, please do not hesitate to do so.

Applications should be sent via email to jobs@parktheatre.co.uk

For an informal conversation about the role, please email requesting to arrange a time to speak to the General Manager.

By submitting an application to us, you confirm the following:

- The information you provide is correct at the point of submission
- You give your consent for Park Theatre to hold and process your data and information
- You give your consent for Park Theatre keep your application details on file for up to two years

Closing date for applications:

Monday 25 May, 5pm.

<https://parktheatre.co.uk/get-involved/jobs/>



Summary of Terms & Conditions

Salary: £26,936 per annum (London Living Wage), pro-rated to contract hours

Contract: Permanent, part time (28 hours per week, 0.8 FTE)

Proposed Working Schedule (28 hours): Tuesday to Saturday, starting 9.30am

Holidays: 33 days per year (including bank holidays), pro-rated to contract hours

Pension: Park Theatre operates a company pension scheme with 3% company contribution, available to all staff

Other Benefits:

- Complimentary tickets to Park Theatre shows (subject to availability)
- Discount at Park Pizza
- Employee Support Scheme, including complimentary flu vaccinations
- Season ticket loan and Cycle to Work scheme
- Family friendly policies
- Access to training & support for professional development

Application Procedure

Equal Opportunities

We are an inclusive organisation and an equal opportunities employer. Our aim is to create a diverse and inclusive working environment and our recruitment process is open to all, but we are particularly keen to hear from global majority and / or disabled candidates, as these groups are currently underrepresented in our teams. As a Disability Confident Scheme employer, we guarantee to interview all disabled applicants who meet the essential criteria for our vacancies.

If you feel that this applies to you, please include the following sentence at the end of your application letter: *I would like my application to be considered under Park Theatre's Positive Action policy.*



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