



Appointment of
Head of Theatre Operations

Full-time, all year round
Information for Applicants

Letter from the Head

Dear Applicant

Thank you very much for your interest in becoming Head of Theatre Operations here at Alleyn's. I am delighted that you are considering it and I hope to give you a sense of our school and why it is such a wonderful place to work! Our ROCCK values (Respect, Opportunity, Curiosity, Courage, Kindness) will also tell you what we are seeking to achieve here.

So, why Alleyn's? I started as Head here in January 2021, so I feel in a good position to help you answer that question, having asked it myself a few short years ago! You'll know, from our website, most of the key facts. We are an academic, co-educational through-school; our Junior School is also on our site and we love the fact that many of our pupils learn here from 4–18. We are situated in an inspiringly leafy part of SE London, on a beautiful and well-resourced site with the City of London twinkling enticingly on the horizon, just about four miles away.

As one of the three Dulwich Foundation Schools, Alleyn's is part of a historic foundation which has been educating young people for 400 years. Our namesake and founder, Edward Alleyn, was one of the great Elizabethan players, and playful academic exploration and discovery is something we very much welcome here. I won't go into the less reputable activities he was famous for, but as well as acting, Edward Alleyn was also a philanthropist and a philosopher. His "College of God's gift" was established to change the lives of children – initially "12 poor scholars". It is rather wonderful that the original 12 has grown into our large, thriving community of more than a thousand children. Alleyn's has been honouring the founder's legacy, as one of this country's leading co-educational schools, for generations.

We are very over-subscribed and entrance to the school is intensely competitive. Our pupils are gifted and ambitious and, unsurprisingly, they do extremely well in exams. I can't pretend that we are not proud of our pupils' results; we are, of course, but they are a by-product of an Alleyn's education, not the reason for it. The 'outcomes' we most care about are the incredible young men and young women who leave us. They are engaging, grounded, passionate and interesting individuals, who cross the stage at graduation, aware of who they are and what they care about and very ready to go out into the world and make it better. We're not the only people who think this; we loved Tatler's take on it in their Schools Guide this September: "If you're looking for the epicentre of forward-thinking education, here it is" they said, quoting a recent visitor to the school, 'the school is "dynamic, diverse and thinking in the future tense."'

The really lovely staff/pupil relationships here are critical and they underpin all we do. The strength of the relationships was one of the things people told me about before I started at the school and the other thing was how delightful Alleyn's pupils are. And they were right on both counts! Our students are grounded, engaged and enormous fun; they wear their talents lightly, they support each other, they are often impassioned and keen to fight for important causes and they are (mostly!) very engaged by the adventure of learning. They also make us laugh a great deal (you can see lots of evidence of all of this in our latest ISI report - do have a look at the highlights online).

Pretty much all of our pupils are involved in the co-curricular life of the school and in our partnership

and outreach programmes. This matters to us and we do ask all our teaching staff to play an active part in the co-curricular and enrichment programmes partly because so much of the fun and friendship here stems from this. Equally, of course, most staff will play a role in the pastoral care and education which is delivered through Year Groups, School Sections and Houses. The Outreach programmes at Alleyn's are a big part of who we are and a critical part of an education here.

I hope this summary has been helpful and that you feel excited by this opportunity and keen to apply. If perhaps you are thinking that a historic, academically selective independent school might be a bit daunting or might not be the right place for you, can I urge you to reconsider this? We are emphatically not a 'one-size-fits-all' community and we take great pride and delight in individual differences and the successes these bring. And of course, our pupils benefit from seeing a varied team of adults working together successfully and happily as part of a diverse and inspiring team. If you join us, we hope that you will quickly feel part of the school community and we will warmly encourage you to make the most of the many opportunities for personal and professional development on offer.

I also very much hope that you will be able to get a sense of the energy and fun at the heart of our school during this recruitment process. The informality, the warmth and the unpretentious approach at Alleyn's really is infectious and I hope you will feel it, as I did, the moment you walk through the doors. There is nothing entitled, stuffy or pompous about this school. And we really hope that you will enjoy getting to know us a little bit.

May I wish you the very best of luck.

Yours faithfully,



Mrs Jane Lunnon
The Head



About The Role

The Head of Theatre Operations is fully responsible for the day-to-day operation of the Edward Alleyn Building (EAB) at Alleyn's School which includes our 350-seat theatre. The role extends to the full operational life of the building, including, but not limited to programming, staffing, training, front of house, food & beverage, technical operations, compliance, and health & safety. The role holder is expected to deliver the highest levels of service under the direction of the Head of Events and working alongside academic and commercial stakeholders.

Responsibilities of the Role:

The Head of Theatre Operations will be responsible for:

Programming

- Working with academic directors, the Alleyn's School Enterprises Limited (ASEL) Commercial Lead and the Head of Events to ensure effective programming of the EAB resources.
- Problem-solving booking issues at source to ensure smooth operations, informing stakeholders in a timely manner of particular issues relating to programming.
- Conducting a regular review of programming issues to be fed back to the Calendar Committee.

People Management & Development

- Managing the rotas of all staff in the department, ensuring work is balanced and bookings are fulfilled with the correct resource, and communicated well in advance so staff are able to plan.
- Managing a bank of freelance and paid hourly staff, to ensure all events are appropriately covered to meet the needs of the events.
- Ensuring staff are trained appropriately to their role and have live professional development plans.
- Managing the performance of all staff within the theatre to the highest of standards.

Operational Management

- Directing and managing all theatre operations, including production planning, stage management, and front-of-house services.
- Developing, implementing and reviewing standard operating procedures for all areas of the EAB, particularly with regard to production management and communication processes.
- Problem-solving issues as they arise, communicating with operational departments to resolve them in a timely manner.
- Developing and implementing strategic plans to enhance operational efficiency.
- Overseeing budget planning and management for all operational activities, ensuring financial sustainability and accountability.

Technical Oversight

- Overseeing the implementation and maintenance of technical equipment and systems to support productions and enhance audience engagement.
- Ensuring technical equipment is maintained, repaired and replaced in accordance with manufacturer's guidelines.
- Ensuring the technical team stay abreast of industry changes in theatre technology, implementing where appropriate.
- Ensuring standard operating procedures are in place, adhered to and reviewed periodically for all technical matters.



Front of House

- Enhancing the audience experience by ensuring high standards of customer service, facility maintenance, and accessibility.
- Developing, implementing and reviewing Front of House procedures as they relate to the audience and other areas of the EAB.
- Managing the team of Front of House Event Operatives to ensure they are correctly trained, that this is evidenced, and that their service delivery is monitored.

Food & Beverage

- Overseeing the daily operations of the EABean Bar & Café through the EABean Manager, supported by the Head of Catering.
- Ensuring robust sales targets are set and reviewed, maximising revenue generating opportunities where available (and in line with safeguarding operations at the school and access hours).
- Monitoring and reviewing inventory, ensuring an appropriate stock range that is accurately priced and accounted for.
- Ensuring adherence to the School's Premises License, including holding a Personal Premises License.

Compliance

- Ensuring compliance with all health and safety regulations, including risk assessments and emergency protocols.
- Regularly testing safety protocols with team members to ensure compliance procedures are adequate.
- Ensuring relevant paperwork for compliance is obtained, recorded, and stored according to school policies and procedures.

Maintenance & Development

- Producing and managing an annual plan of proactive and preventive maintenance in conjunction with the Director of Site Operations.
- Initiating, budgeting and presenting on capital proposals relating to the theatre, and other appropriate theatrical spaces around the School.

Other

- Being aware of the School's Health & Safety Policy.
- In conjunction with all staff of the School, supporting, promoting, and acting within the School's data protection policies and practices.
- Promoting the School's eco-agenda and ensuring all work is carried out with a view to reducing waste and protecting our environment.
- In conjunction with all staff of the School, supporting, promoting, and acting within the School's Safeguarding Policy.
- Undertaking any additional duties, as directed by the Head of Events which are within the reasonable capability and responsibility of the Head of Theatre Operations.

Line Management

The Head of Theatre Operations is managed on a day-to-day basis by the Head of Events and Director of External Relations. The role holder will also have free access to the COO who holds ultimate responsibility for Operational Staff.

Our Values (the Alleyn's ROCCCK!)

Respect
Opportunity
Curiosity
Courage
Kindness

Person Specification

The ideal candidate will have:

Qualifications:

- A degree in Theatre Management, Performing Arts, Business Administration, or a related field (desired).
- Professional certifications in theatre management or a related discipline are desirable.

Experience:

- Proven experience in managing theatre operations, including front and back of house, preferably in a large London or regional theatre.
- Strong knowledge of theatre production processes, including stage management, lighting, sound, and technical equipment maintenance.
- Experience in leading and managing a team, with a track record of successful project delivery.
- Experience in budget management and financial planning for theatre operations.

Skills and Abilities:

- Excellent organisational and planning skills, with the ability to manage multiple projects simultaneously.
- Strong leadership and team management skills, with the ability to motivate and develop staff.
- Exceptional communication and interpersonal skills, with the ability to build relationships with a wide range of stakeholders.
- Strong problem-solving skills and the ability to remain calm under pressure.
- Proficiency in theatre management software and other relevant IT systems, including knowledge of QLab, Reaper, Dante, PriAVA, Luminex, Art-Net, Avo Lights, ETC, Vectorworks, and Capture.

Knowledge:

- In-depth knowledge of theatre operations and management principles and practices.
- An understanding of health and safety regulations and compliance requirements for theatre operations.
- Knowledge of the latest trends and innovations in the theatre management industry with a passion for continuous learning and staying up-to-date with best practices, with an eagerness to share knowledge with the wider team.
- Awareness of how the School's overall strategic plan translates to the objectives of the Theatre Team. An awareness of activities taking place both within the Team and across the School, and the ability to draw links and plan work accordingly.

Personal Attributes:

They will be:

- Highly motivated, enthusiastic and customer-focused, with a proactive approach to enhancing audience experience.
- Flexible and adaptable, with the ability to respond to changing priorities and demands.
- Someone with a strong attention to detail and a commitment to excellence.
- Someone who has a proactive and positive approach to work, with the ability to work independently and as part of a team.



Working at Alleyn's

Terms and Conditions

This role is based on-site at Alleyn's School in Dulwich, South London, and is offered on a full-time, all year round basis. The position includes twenty days of holiday per year, plus public holidays, along with a discretionary closure period over Christmas, rising to twenty-five days after five years of employment. The successful candidate will be required to work a full day on Founder's Day, which is one Saturday per year in late June or early July. Given the nature of the role, flexible working will be required to meet the needs of events.

The salary for this position ranges from £43,000 to £48,000 per annum, based on experience and qualifications and will be paid over twelve-monthly instalments.

The school provides additional benefits to its staff, including income protection insurance, an employee assistance programme, enhanced family leave pay, lunches and other refreshments, the use of school facilities including the swimming pool and gym, a cycle-to-work scheme, a tech scheme, and holiday purchase scheme, access to the library, free tickets to school performances, and the opportunity to join one of two private healthcare plans. Staff also enjoy discounts with local businesses and may use holiday sports camps for the children of staff at a preferential rate.

Members of staff who have children attending Alleyn's Junior and Senior Schools will benefit from 25% fee remission which, subject to means testing, may increase to a maximum of 85%. This is a non-taxable benefit, and any means-tested element is reviewed annually. Staff children must meet the same admissions criteria as all pupils at Alleyn's. There is also some fee remission available in respect of staff children attending Dulwich College and James Allen's Girls' School, though the terms and conditions are different, and it is a taxable benefit.

The role holder will have access to, and may be automatically enrolled into, the School's Group Personal Pension Plan, currently provided by Legal & General. This plan may involve contributions being made via salary sacrifice based on 6.5% employer contributions

The post is permanent following successful completion of a six-month probationary period.

On completion of the required recruitment checks, the post would be available to the successful candidate with immediate effect or at the completion of their due term of notice.

Commitment to Safeguarding

We are fully committed to providing a safe environment for children, staff and visitors.

We promote a climate where anyone in the community can freely share their concerns about themselves, or others, in terms of individual safety and well-being.

We protect the interests of the children at Alleyn's through awareness among all members of staff of the kinds of issues of abuse, maltreatment and neglect that would impair a pupil's health or development.

In this way, Alleyn's supports its pupils' development by fostering security, confidence and independence.

We provide an environment in which children and young people feel safe, secure, valued and respected, and know how to approach adults if they or those whom they know are in difficulties, with the assurance that they will be listened to.

Everyone in the staff community at Alleyn's takes responsibility for safeguarding, and we always aim to act in the best interests of the child.



Arrangements for the Appointment

How to Apply

The application form can be downloaded from our website, www.alleyns.org.uk/jobs.

Candidates should complete all sections of the form and submit it together with a completed Equal Opportunities Monitoring Form, full CV and covering letter.

Please address your covering letter to the COO, Mr Guy Collins-Down, **explaining in your letter why you are interested in this particular position at Alleyn's and why you think it would suit you at this time in your career.**

All documents should be emailed to jobs@alleyns.org.uk.

Alternatively, they can be posted to: The HR Department, Alleyn's School, Townley Road, London SE22 8SU.

The deadline for applications is midday on Monday 9 December 2024.

If you have any questions you are very welcome to contact Human Resources by email at jobs@alleyns.org.uk or by phone on 020 8613 5016.

Interviews and Appointment

Interviews will be conducted at the School on **Tuesday 17 December 2024** and will consist of interviews with relevant colleagues including the Director of External Relations and the COO. There will also be an opportunity to meet with other relevant staff. Please note that references may be taken up before the interviews. If you would prefer to be contacted first please state this.

Safeguarding Checks

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and an enhanced DBS check.

Equal Opportunities

As an Equal Opportunities employer we welcome applications from all applicants who meet the requirements for the position. However we are especially keen to receive applications from those in minority groups for which the School is currently underrepresented. We celebrate diversity and thrive on the benefits it brings.

