

**SADLER
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Sadler's Wells Venue Duty Manager



Contents

About us 3

Our Values..... 4

The Department..... 5

The Role 5

What are my responsibilities? 6

Who should apply? 8

Why work for us? 9

About us

Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring Sadler's Wells is a world-leading creative organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

More than half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Today Sadler's Wells consists of the Sadler's Wells Theatre (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' colleagues.

Our second theatre building and West End home, The Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Our fourth venue Sadler's Wells East opened this year in east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space is located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site forms part of a new cultural and education district, which will also include a major new University College London (UCL) campus with direct links to the creative communities already based in east London.

Sadler's Wells' new space houses a 550-seat mid-scale theatre, as well as facilities for the Rose Choreographic School and Academy Breakin' Convention.

Our Values

COLLABORATION



- We are encouraging and supportive
- We work as one collective team
- We listen and empower every voice
- We seek and value diversity of thought and experience
- We pool our knowledge, resources and creativity
- We create opportunities to work strategically and in partnership

EXCELLENCE



- We are ambitious and driven
- We make and share meaningful, exciting and impactful dance
- We do the best we can each day
- We continuously learn and develop our skills
- We operate sustainably by managing our resources effectively
- We hold each other accountable

INCLUSION



- We are brave and kind
- We create a safe place so colleagues can bring their full selves to work
- We celebrate and respect our differences
- We remove barriers to access or equality
- We actively address all forms of discrimination
- We engage and reflect the diverse communities we are part of

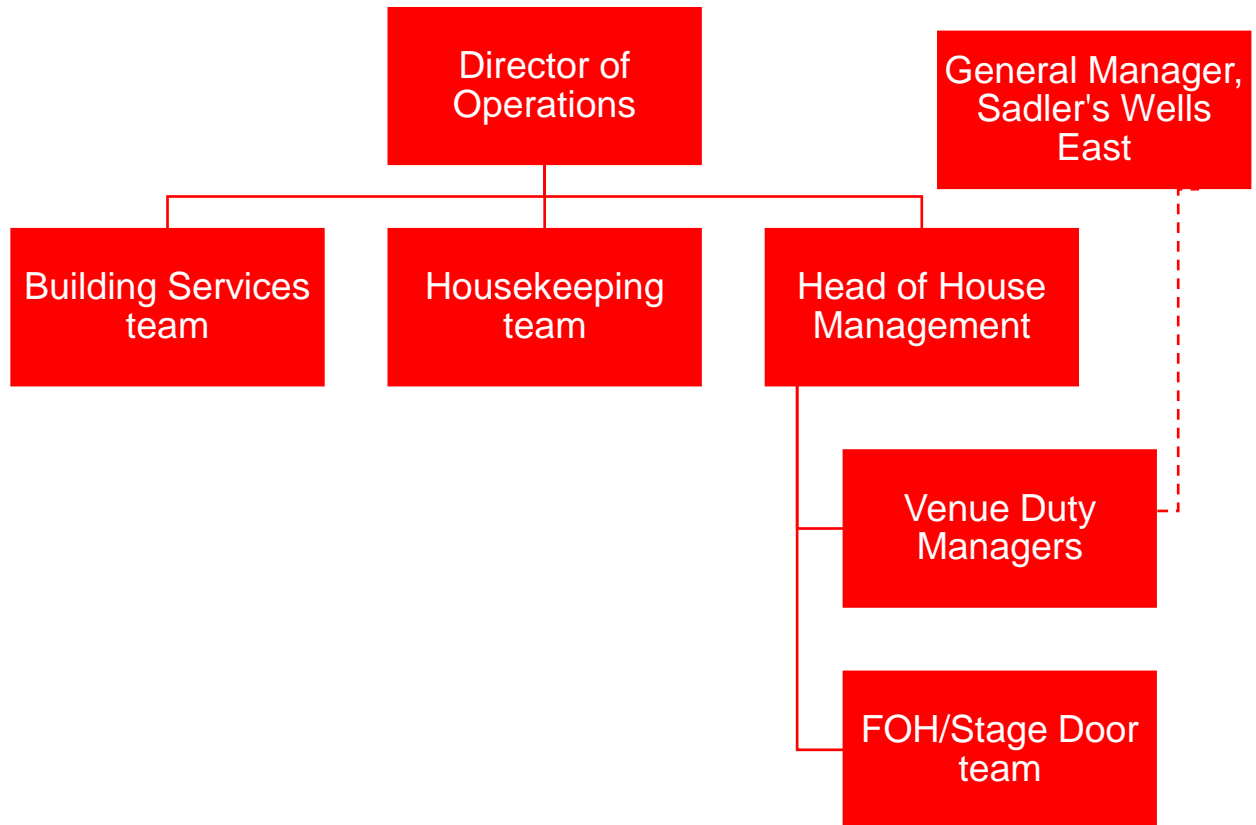
INNOVATION



- We are curious and bold
- We find a better way in the every day
- We challenge and question why, and why not
- We take creative and calculated risks
- We cultivate ideas, try new things and embrace change
- We learn and grow from our mistakes and successes

The Department

The department is led by the Director of Operations and consists of the following areas: Security, Cleaning and Housekeeping, Building Services, Front of House and Stage Door.



The Role

The Venue Duty Manager will deliver a welcoming, efficient, knowledgeable and friendly service, promoting Sadler's Wells and all its activities, and working in collaboration with Front of House Managers/Duty Manager and the General Manager for Sadler's Wells East. In particular, the Venue Duty Manager will work closely with the Head of House Management and Front of House Operations Manager to provide day-to-day operational support to the General Manager of Sadler's Wells East, including assisting with the management of relevant public activity and events.

This role requires working on-site at Sadler's Wells venues. Shifts may take place during the day, evenings, weekends and bank holidays.

What are my responsibilities?

- Act as the 'manager on-duty' during assigned shifts, working closely with duty teams, including front-of-house (FOH), ticketing, technical, housekeeping, building services, security, and catering colleagues.
- Be responsible for ensuring the safety and security of all building users.
- Work closely with the Head of House Management and Front of House Operations Manager to provide day-to-day operational support to the General Manager of Sadler's Wells East, including assisting with the management of relevant public activity and events.
- Provide a friendly and efficient service for visiting companies, private hire clients, colleagues, students and other building users, actively seeking ways of providing a high level of care and welcome.
- Assist with internal and external queries by telephone, email or in person, acting as a point for information to all visitors and colleagues.
- Assist in welcoming visitors, ensuring that messages are passed on or relevant individuals are informed when guests arrive.
- Ensure that all building users receive a high-quality service in terms of welcome and safety and actively seek ways to continually improve user experience and safety.
- Ensure that auditoria, studios, cafés, offices and foyers are maintained to the highest standards, reporting issues arising to relevant departments and following up to ensure work is carried out and public areas are safe, clean, and tidy.
- Acquire, maintain and provide knowledge of Sadler's Wells products and artistic

programme and ensure that staff are well briefed.

- Work closely with the Head of House Management and Merchandising Sales Executive to maximise front of house sales from all sales points. Ensure that every opportunity for earning income is maximised (Sales include programmes, merchandise, ice cream and confectionery).
- Ensure public areas are safe, clean and tidy prior to opening pre-performance or at the beginning of the day.
- Work with security colleagues to ensure public areas are fully secure post-performance or at the end of the day.
- Utilise Sadler's Wells systems including Artifax and Tessitura to stay apprised of activity throughout the building and ensure activity is running smoothly.
- Ensure that Duty Management duties are handed over to a responsible person, approved by management, whenever leaving position (i.e. for toilet breaks or meal breaks) or at end of shift.

Show Management

- Manage the customer experience and front of house operation during preparation, performance, and post-performance periods. Ensure that latecomers are dealt with in an appropriate manner.
- Lead on the evacuation of the auditorium in the event of an emergency.
- Undertake Duty Manager shifts at Sadler's Wells, The Peacock or off-site productions when required.

Policies and Procedures

- Maintain an up-to-date knowledge of

Sadler's Wells' health and safety policies and emergency procedures and lead on the evacuation or invacuation of the public in the event of a fire or other emergency.

- Hold a Personal License and help to ensure that Sadler's Wells venues comply with their Premises License and other statutory regulations.
- Deal with matters relating to the premises licenses, as required by the Designated Premises Supervisor or Director of Operations.
- Keep informed of all regulations affecting theatre management in all areas of responsibility and ensure appropriate action is taken in support of these.
- Ensure that incidents are noted and reported in accordance with the Health and Safety Policy.
- Undertake all safety and security precautions and procedures identified by the General Manager or Front of House Operations Manager.
- Maintain an up-to-date knowledge of Sadler's Wells safeguarding policies and work closely with relevant teams to ensure the highest safeguarding standards are maintained.
- Maintain an up-to-date knowledge of Sadler's Wells fire detection and alarm systems, working alongside security colleagues to monitor, manage and respond to the fire alarm system.

- Ensure that staff and visitors comply with procedures for signing in and out.

Administration

- Ensure the Welcome Desk, Shop, Stage Door area, Duty Manager, Ticketing Office and FOH stores are kept tidy and orderly.
- Work with security colleagues at Stage Door to ensure that all deliveries and incoming post are collected promptly by relevant departments or visiting companies.
- Cashing up responsibilities: cash and stock reconciliation; issuing floats; maintaining cash and stock records, and reporting discrepancies as required.

General

- Live, breathe and role model our organisational values of Excellence, Collaboration, Inclusion and Innovation, being aware of the influence and impact you can have in Sadler's Wells.
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.
- Undertake other duties as may be reasonably required
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, Safeguarding and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises.

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

Who should apply?

The successful applicant will demonstrate the following experience, skills and personal qualities. Those marked with * indicate essential minimum criteria for the role:

Qualifications, Knowledge

- Demonstratable experience of providing house or venue management in an arts venue or theatre of 500 seats or more*
- Previous crowd control/management qualification or equivalent experience

Technical Skills, Experience

- A commitment to providing a high quality of service to audiences, visiting companies and supporters
- Positive and versatile working style with excellent interpersonal skills*
- Attention to detail*
- Ability to deal with sensitive information in a professional manner
- Able to diffuse difficult situations with a calm positive approach*
- Effective time management, planning and organisational skills
- A flexible and adaptable attitude to work, with ability to deal with change
- Trained First Aider (refresher training would be provided)
- Good in practice knowledge and application of Microsoft Office (Outlook, Word, Excel, PowerPoint)*
- Must currently hold the right to work in the United Kingdom*

Behaviours, Personal attributes

- Alignment with Sadler's Wells values*
- Impeccable standard of personal presentation*
- Proactive in anticipating issues with a solution focussed approach*
- Familiarity with database and space management systems*, i.e. Artifax and Tessitura
- A passion for the arts and a commitment to increasing access and engagement through digital platforms
- Lives within easy access of Sadler's Wells, Sadler's Wells East, and The Peacock Theatre

If you don't have everything listed here, but believe you have demonstrable experience to take into consideration, please apply. We are aware every applicant will have strengths and development areas to accommodate, and we are open to discussions around how we can support the postholder.

Why work for us?

Contract:	Permanent
Salary:	£15.91 per hour / £33,095.20 per annum (pro rata), plus benefits
Hours of work:	Part-time, based on working a minimum of 10 hours per week (inclusive of paid meal break). Other arrangements are possible.
Start date:	June 2025

You will be a key part of our mission to make and share dance that inspires us all and delivering our vision to create, through dance, a depth of connection beyond borders, cultures and languages.

- You will get 25 days annual leave for each holiday year (pro rata), increasing to 28 days with 5 years continuous service
- You will be enrolled into the Sadler's Wells Trust Ltd. pension scheme
- You will have access to our Employee Assistance Programme (EAP) to support your wellbeing
- You will engage in project opportunities to develop personally and professionally, and support your learning and development
- You can access an interest-free Season Ticket Loan and a Cycle to Work salary sacrifice scheme
- You will be eligible for a life assurance policy covering twice your annual salary
- You will be encouraged to attend performances at both theatres with a discretionary allocation of tickets (subject to availability), and a staff discount at the Garden Court Café

We welcome everyone through our doors and encourage and enable people to be the best versions of themselves and to feel confident and capable in their roles. We embrace a smarter working approach.

Making an application

A Job Description and Person Specification are included in this document. If after reading you are still interested in applying, please find further details and information on how to apply [here](#).

If you would like support or have any queries regarding the format or submission of the application, please contact us on recruitment@sadlerswells.com. You can also review our FAQs [here](#).

We welcome applications from people from all backgrounds who feel they align with our mission, vision and values. We are international and multicultural on our stages, and we want to reflect that in our organisation. By celebrating difference and incorporating diverse points of view and experiences, we can become closer to our artists, audiences and the communities we serve.

We are proud to be a Disability Confident employer meaning we have been certified by the government as actively taking steps to attract, recruit and retain disabled workers. We understand that some disabled colleagues will need adjustments to help them perform to the best of their ability – these can be changes to the built environment and furniture, the tools and technology they use in doing their job, aspects of the role, ongoing support or working arrangements.

Sadler's Wells is a PiPA (Parents and Carers in Performing Arts) Charter Partner, striving towards creating a more family friendly working environment.

We welcome all applications by 11.59pm BST on 9 June 2025.