



December 2017

Dear Applicant,

Thank you for your interest in the advertised position of **Assistant Relationship Manager** at the New Wolsey Theatre.

The New Wolsey Theatre (NWT) is an ambitious producing and receiving theatre with a great staff who work extremely well as a team, willing to push the boundaries and produce the impossible! Based in the heart of Ipswich, the NWT can be accessed by train from London in as little as 60 minutes.

The successful candidate will work within the Relationships Team, supporting and building on our valued relationships with key stakeholders, including members, donors, season ticket holders, volunteers, schools and group bookers, Culture Club members and corporate partners. The Relationships Team is fast-paced, data-driven and passionate about providing a high standard of stewardship in order to increase customer loyalty and maximise and diversify the theatre's income.

This is a varied role that will require the successful applicant to lead on a number of different strands of work at one time to ensure that the theatre's ambitious targets are met and that there is continued growth in memberships and season tickets in particular.

Please find enclosed:

- Company Information Document\*
- Job Description and Person Specification
- Application Form
- Equal Opportunities Monitoring Form

(\*Mission statement and further information can be found on our website [www.wolseytheatre.co.uk](http://www.wolseytheatre.co.uk).)

Completed applications should be returned to Sophie Weaver, Projects and HR Assistant at **[sweaver@wolseytheatre.co.uk](mailto:sweaver@wolseytheatre.co.uk)** by **5pm on Monday 15th January 2018**

Please note you must complete an application form to be considered for this position, we do not accept CVs as a form of application.

Interviews for shortlisted candidates will be held on **Thursday 25th January 2018**. Candidates should be able to attend interview on this date.

As an organisation accredited by the Job Centre as a Disability Confident Employer, we guarantee to interview all D/deaf and disabled applicants who meet the essential criteria for this vacancy.

Yours sincerely

Lorna Owen  
General Manager





## Who We Are

**The New Wolsey Theatre** is a regional theatre with a national reputation for the quality, range and reach of its work and for embracing cultural diversity in the widest sense. The theatre is central to the creative life of Suffolk and seeks to expand the horizons of audiences and artists by presenting a programme designed to entertain, enrich and challenge. The watchwords for all work are highest quality, greatest diversity and maximum accessibility.

The New Wolsey produces and presents a year-round programme of work for all ages in both the main theatre (400 seats) and the studio (104 seats), combining its own productions with a wide range of visiting theatre, music, comedy, and other performing arts.

The theatre is nationally renowned for its producing work both as sole producer and in collaboration with a diverse range of UK and international artists and companies. In recent years it has co-produced with other regional theatre including: Nottingham Playhouse, West Yorkshire Playhouse, Birmingham Repertory Theatre, Liverpool Everyman and Playhouse and touring companies such as Graeae, Talawa, Rationale, and Eclipse Theatre.

The theatre has a particular reputation for musical work, often employing actor-musicians. It is increasingly acknowledged as a leading player in the development of new musicals staging the world premieres of **It's A Wonderful Life**, **20th Century Boy** and **Mods & Rox**. In 2013 we produced a national tour of the Tim Firth and Madness musical **Our House**, employing an actor-musician cast, and have recently co-produced a fully accessible, actor-musician production of Brecht and Weill's **The Threepenny Opera**.

The New Wolsey has also established a reputation for artist development, and in particular helping to nurture innovative companies and enabling them to produce work designed for middle scale touring. As part of this development programme, the theatre has worked in association with some of the most exciting and emerging companies in the UK and internationally, including in recent years Gecko, Analogue, Made In China, Annie Siddons, Slunglow, METIS, Transport and John Osborne.

The development of new talent is a priority for the New Wolsey and the annual **PULSE Festival** acts as a spring-board for fresh new artistic voices, as well as providing a home for risk-taking and cutting edge performance from more established artists. The festival provides a platform for the development and presentation of new work by regional, British and international artists of vision, and aims to nurture artistic ambition and excellence across a range of art forms. **PULSE** presents work across a variety of genres from comedy to dance and everything in between, in various forms from tour-ready work to rehearsed readings and works at an advanced stage of development.

Alongside its work on stage, the New Wolsey runs an extensive **Creative Learning programme** using the arts to develop creativity, unlock potential, explore diversity and celebrate identity. We use the productions, artists, skills and resources of the Theatre to increase participants understanding of how theatre works, to develop their own creativity, to broaden their knowledge about a subject or the world around them, or to give them a better understanding about themselves. We apply the techniques we use in a rehearsal room to give participant the opportunity to see what motivates their own behaviour. We deliver a service to schools and colleges, a programme of projects and events for children, young people and the community, and a platform for students, arts educators and teachers to gain new skills and share good practice. We have a prolific out of school offer, and have specialised in theatre made for children and young people that places their artistic voice at the centre of the decision making, the content and the work.

The New Wolsey Theatre has a proven track record of championing disabled led theatre and in 2013 launched '**Agent for Change**' - an initiative to create more engagement and opportunities for deaf and disabled theatre professionals, audience members and participants both at the New Wolsey and with collaborating partners. The theatre is dedicated to providing access for deaf and disabled audiences to shows, events and information ensuring that any person with a disability can participate fully. Part of this promise is to provide a programme of BSL (British Sign Language) Interpreted, Audio Described, and Captioned performances.

In 2007 the New Wolsey Theatre was identified as one of the only 15 organisations in the UK to participate in **AmbITion**, Arts Council initiative created to assist arts organisations in the implementation of 21st Century digital technologies into the arts sector. The funding enabled the New Wolsey to develop digitally across its business, operational and artistic functions. We have recently been accepted into the **Culture Hive Digital Academy** to further this work.

The New Wolsey received the 2012 TMA award for **Most Welcoming Theatre**, and was nominated as The Stage Award's **Regional Theatre of the Year 2014**. As a not-for-profit organisation and a registered charity, we rely on a blend of income streams, funding from the Arts Council, Suffolk County Council and Ipswich Borough Council as well as donations, individual giving and corporate support, all of which are invaluable.

Our mission statement and further information can be found on our website.

### **The Ramps on the Moon Project**

Following on from the highly successful production of **The Threepenny Opera** in Spring 2014, and in recognition of the under representation and employment of disabled people throughout our industry, particularly in "mainstream" theatre, a consortium of theatres successfully applied for a Strategic Touring Fund to undertake a six year programme of work. Integrating disabled and non-disabled performers and practitioners, this programme aims to achieve a step change in the employment and artistic opportunities for disabled performers and creative teams , and a cultural change in the participating organisations to enable accessibility to become a central part of their thinking and aesthetics.

**Our Country's Good** is the third touring production made in association with the Ramps on the Moon Project, produced by Nottingham Playhouse, which will tour in Spring 2018.

Further information on this project can be found at: [www.rampsonthemoon.co.uk/about/](http://www.rampsonthemoon.co.uk/about/)

### **StartEast Project**

The New Anglia Cultural Board has developed StartEast, a project to make Norfolk and Suffolk places where enterprising, creative people can start up and build sustainable, cultural enterprises. StartEast will develop and deliver business support and investment for artists and creative people planning to develop and grow a cultural business. The programme works across three strands: Artists, Entertainment Services (Technical/Logistics) and Applied Arts (where participatory activity is delivered in health, education and social care settings). StartEast launched in May 2017 and is led by the New Wolsey Theatre in Ipswich with support from a regional partnership Steering Group.

Further information on this project can be found at: [www.starteast.co.uk](http://www.starteast.co.uk)



## **JOB DESCRIPTION**

- Job Title:** Assistant Relationship Manager
- Responsible to:** Relationship Manager
- Job Purpose:** To maintain relationships with key stakeholders including, but not limited to, members, benefactors, donors, season ticket holders, volunteers, schools, group bookers and Corporate Partners.
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### **Key Responsibilities:**

#### **Loyalty**

- To assist the process of guiding our customers up the loyalty ladder, meeting targets to increase members, donors, season ticket holders, school and group bookings.
- To provide a high standard of stewardship and lead on the communication strategy for non-single ticket buyers, with the support of the Relationship Manager.
- To support the administration and creation of strategic plans for the delivery of benefits to our membership and sponsorship schemes.

#### **Further Engagement**

- To support the theatre's engagement with Trusts and Foundations, assisting with reporting requirements and the maintenance of relationships with existing and potential funders to maximise future support.
- To assist our programme of add-ons including walks, talks and tours encouraging group and schools bookers to a journey of further engagement.
- To support the communication of the accessible performance programme with local business contacts in conjunction with the Agent for Change.
- To work with the Marketing Manager to ensure relevant content is created to promote non-performance based activities.

#### **Community**

- To assist corporate philanthropy and sponsorship, meeting agreed targets.
- To support the relationships with Open Season companies and artists, in conjunction with the Relationship Manager and Creative Learning team.
- To ensure the New Wolsey Theatre maintains relationships across the range of our diverse community, including our team of volunteers, creating opportunities to engage and feel supported by the theatre.

#### **Guests**

- To be a member of the performance Duty Manager, Ticket Sales, Theatre Talks and Theatre Tours pool.

- To represent and train internally the relationship aspect of managing our guests.

#### **Other**

- Maintain the security and confidential status of all information as designated, and to conduct all activities in a professional manner at all times.
- To undertake any other reasonable responsibilities as and when required.

December 2017

*This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive*



## **JOB SPECIFICATION**

#### **Salary**

£20,795 per annum

An additional x 0.5 of your hourly rate will be paid if you are required to work on a Sunday or Bank Holiday.

#### **Hours**

40 hours per week. Please note that additional hours are frequently required depending on the performance schedule, staff sickness and annual leave. Any overtime is to be taken as time off in lieu at a later date by arrangement with your line manager.

#### **Shifts**

A rota will be issued which is created around the performance schedule.

Working hours can be between the hours of 08.00 and 00.00.

We always aim for staff to take two full days off a week.

#### **Annual Leave Entitlement**

The standard Annual Leave Entitlement is the statutory minimum of 5.6 weeks per year, which equates to 28 days per year for full time staff working a 5 day week. You will be expected to take statutory bank holidays as part of your annual entitlement unless you are required to work on a particular bank holiday or have agreement from your Line Manager to do so. Annual leave requests have to be submitted to your line manager for authorisation. It is suggested that the majority of annual leave is taken during the summer months when the theatre has no performances scheduled. There will be certain times of the year when annual leave cannot be taken because of the work of the organisation.



## PERSON SPECIFICATION

### Essential:

- Knowledge of the arts and passionate about Theatre
- Strong customer care skills and experience of working within a customer facing role, ideally in a theatre environment.
- Aiming to progress to a management role in the arts sector
- Ability to effectively communicate with different styles of people and personalities
- Able to support a team, with the ability to train, coach and inspire staff and volunteers
- Thrives on change and innovation
- Proven organisational, multitasking and planning skills, with demonstrable experience of handling various administrative tasks with precision and accuracy.
- Proven experience of supervising staff or volunteers
- Ability to work flexibly with regular evening and weekend work
- Clear understanding of different communication channels and ability to strategize to use these channels efficiently and with good effect.

### Desirable

- Experience in the event management and the hospitality sector
- Previous development or relationship management experience

### Key Qualities

#### Essential

- Confident, conscientious, enthusiastic and professional with a good sense of humour and a positive outlook with a 'can-do' approach
- Open minded and able to see the potential in any given situation and proactively look to maximise all opportunities
- Calm approach to problem solving unexpected situations under pressure
- Strong teamwork skills and proven ability to co-operate and compromise with others



## CONFIDENTIAL

PLEASE COMPLETE THIS FORM IN TYPE OR BLACK INK

### APPLICATION FOR THE POST OF: **ASSISTANT RELATIONSHIP MANAGER**

Please return to: **Sophie Weaver, Projects and HR Assistant,  
The New Wolsey Theatre, Civic Drive, IPSWICH IP1 2AS or email to  
sweaver@wolseytheatre.co.uk**

#### PERSONAL DETAILS

First Name(s): \_\_\_\_\_  
Surname: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Postcode: \_\_\_\_\_  
Tel: \_\_\_\_\_  
Mobile: \_\_\_\_\_  
e-mail: \_\_\_\_\_

#### Eligibility to work in the UK

We are legally obliged to ask you to provide evidence of your right to work in the UK. If you are successful with your application we will ask you to provide appropriate documents, such as your passport, visa, work permit or birth certificate and proof of your national insurance number, in accordance with the Asylum and Immigration Act 1996.

Are you legally authorised to work in the UK? Yes  No

Is this subject to a work permit or visa? Yes  No





**With clear reference to the Person Specification, explain why you wish to apply for the post and describe the skills and experience you have to undertake the job as outlined. This is your opportunity to convince us that you are the right person for the job. (Continue on a separate sheet if necessary.)**

## MISCELLANEOUS

As an organisation accredited by the Job Centre as a **Disability Confident Employer**, we guarantee to interview all disabled applicants who meet the essential criteria for this vacancy.

The New Wolsey Theatre wishes to encourage applications from suitably qualified and experienced D/deaf and disabled people and we therefore ask you to use the space below to provide information on your disability status and access requirements if you wish to be considered in line with the above scheme (please mark as **N/A** if not applicable or leave blank if you wish not to declare).

This information will remain confidential and is required to help us fulfil our responsibility to encourage and assist in the employment of D/deaf and disabled people.

Do you have a current driving licence?	Yes / No
Do you have your own transport?	Yes / No
Are you at least 18 years of age?	Yes / No
If offered this position will you continue to work in any other capacity?	Yes / No
(If yes, please give details)	
When are you available to start?	

## ANY OTHER INFORMATION

Please use this space to tell us about anything else that may be of relevance to your application.

**REFERENCES**

Please give details of two referees.

Name:	
Company:	
Position:	
Relationship to applicant:	
Address:	
Postcode:	
Tel:	
e-mail:	

Name:	
Company:	
Position:	
Relationship to applicant:	
Address:	
Postcode:	
Tel:	
e-mail:	

**References may be taken up before interview or prior to an offer being made.  
If you would prefer that we did not take references until after an offer has been made  
please tick here**

**Declaration**

I have read and understood the information contained in this application form, and I declare that all information I have provided on this form, or in an attached CV, is true and accurate. I understand that omissions or incorrect statements might disqualify me from this position and, if already appointed, my employment may be terminated. I also understand that any offer of employment is subject to satisfactory references.

**By signing this form, I understand I am agreeing to the above declaration:**

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

# EQUAL OPPORTUNITIES IN EMPLOYMENT

## Policy Monitoring: This form will be treated confidentially

The information you supply on this form will be detached from your application and used for monitoring purposes only. This form will not form part of the selection process.

Submission of this form indicates your explicit consent that the data you provide may be processed in accordance with the provisions of the Data Protection Act 1998.

NOTE: Your application will be in no way prejudiced if you decline to complete this form. It will be separated from the application form whether or not you have completed it.

The New Wolsey Theatre (NWT) wishes to be an Equal Opportunities employer, and has a policy of monitoring employment applications in order to monitor the effectiveness of our Equal Opportunities policy and commitment to equality and diversity.

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POST: **Assistant Relationship Manager**

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*Please circle or highlight as appropriate*

**1. I would describe my race or cultural origin as:**

**White:**

- British
- Irish
- Other European
- Any other white background

**Asian or British Asian:**

- Asian Indian
- Asian Pakistani
- Asian Bangladeshi
- Any other Asian background

**Chinese or British Chinese:**

- Chinese

**Black or Black British:**

- Black – African
- Black – Caribbean
- Any other black background

**Dual Heritage:**

- Black African and White
- Black Caribbean and White
- Chinese and White
- Asian and white
- Any other background from more than one ethnic group

(If you have circled 'Other' for any category, please describe your ethnic origin):.....

- 2. **My sex is:** Male      Female      Gender Neutral
- 3. **My marital status is:** Single       Cohabiting       Married      Separated      Divorced
- 4. **Is there anyone who relies on you for day to day care and assistance?** Yes      No  
**If 'Yes' are they:** Children      Aged 0-4       Aged 5-11       Aged 12-16   
Other family member or partner
- 5. **My age is:** 16-19       20-29       30-39       40-49       50-59       60+
- 6. **Are you a Deaf or disabled person?** Yes      No

## EQUAL OPPORTUNITIES AND DIVERSITY POLICY

The mission of NWT is to create, develop and produce a vital and dynamic programme of performances and participatory activity for the people of Suffolk and surrounding areas. It aims to create a programme of the highest quality, maximum diversity and greatest possible accessibility. NWT believes that this is best achieved through the implementation of an Equal Opportunities and Diversity Policy informing all areas of the company's activity and employment practice.

The NWT is committed to ensuring equality and fairness for all employees, collaborators, contractors and the general public. It will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. NWT opposes all forms of unlawful and unfair discrimination and will work to promote opportunities for sections of the community that are currently under-represented.

All individuals will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the organisation's output.

The NWT strives to create an environment in which individual differences and the contributions of all our staff are recognised and valued. No form of intimidation, bullying or harassment will be tolerated.

We will regularly review our employment practices and procedures to ensure fairness. This policy has the approval of the Board and will be reviewed on an annual basis.