



Kiln Theatre

HEAD OF OPERATIONS & FRONT OF HOUSE

Application Pack

Kiln Theatre views the world through a variety of lenses, bringing unheard/ignored voices into the mainstream. We present high-quality and innovative work, which provokes debate and emotionally engages. Located in Brent, the most culturally diverse borough in London, **we are a local venue with an international vision.**

Converted from a music and dance hall, the Tricycle Theatre opened in 1980 as the permanent home of the Wakefield Tricycle Company. In September 2018 we completed a much-needed renovation that future-proofs the building for the next generation of theatregoers and theatre makers. The transformed Tricycle was renamed Kiln Theatre, locating it ever more closely with Kilburn and building on the company's artistic legacy through an exciting programme of new work.

Today, with Artistic Director **Indhu Rubasingham** and Executive Director **Daisy Heath** (who joined in January 2019 following seven years as Lead Producer at the Young Vic), Kiln Theatre continues its reputation of world-class British and international work, reflecting the exceptional diversity of its local community.

'This place was a special cocoon. Now she has blossomed into a beautiful butterfly.'
Sharon D Clarke, actor most recently at Kiln Theatre in *Blues in the Night*

Kiln Theatre has a 292 seat theatre alongside a 300 seat cinema, a beautiful bar and café, plus three rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We want everyone to experience the power of theatre.

We were forced to close our building in March 2020 due to the COVID-19 nationwide lockdown, cancelling all performances and screenings. During this time, we continued our core work with our local, young people; as we look to the autumn, we are finding new ways that our workforce and facilities can be used to help our community of Brent as our reopening plans solidify.

'There's something different about this theatre. There's a feeling of inclusion'
Audience Member, 2019

OUR VISION

To uncover our shared humanity, illuminating our connection through stories, and deepening our capacity to empathise with the other

OUR MISSION

To make theatre for all by making space for unheard/ignored voices



Kiln Theatre encourages artists of all ages and backgrounds. Our ambitious Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Antoinette Nwandu's *Pass Over "Waiting for Godot for the Black Lives Matter era"* (Time Out), *Snowflake* by Mike Bartlett, *When the Crows Visit* by Anupama Chandrasekhar and our community play *The Seven Ages of Patience* written by Chinonyerem Odimba which had a cast of over 80 players "Kiln has done a fantastic job of supporting the local community and has presented a clear example of how transformative this sort of work can be" (Broadway World).

KILN CINEMA

Our 300 seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. Recent partners have included: NT Live; Globe on Screen; BFI London Film Festival; Images of Black Women Film Festival; DocHouse; Kilburn Film Festival.

OUR VALUES

Kiln Theatre is **Inclusive**
Kiln Theatre is **Authentic**
Kiln Theatre is **Heartfelt**
Kiln Theatre is **Fearless**

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

FUNDING

Our annual turnover is approximately £3.5 million. Kiln Theatre receives funding from the Arts Council England as a National Portfolio Organisation. Other income comes from box office ticket sales and other revenue streams, with a final sum generated through fundraising.

THE ROLE

Title:	Head of Operations & Front of House
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Reports to:	Executive Director and Artistic Director
Responsible for:	Audiences & FOH Manager, Operations Administrator, Cleaning Supervisor, IT consultant, maintenance/service contractors
Key working relationships:	Members of Senior Team
Contract:	Full time permanent

Purpose

The Head of Operations & Front of House (FOH) is responsible for the effective and efficient day-to-day operations of Kiln Theatre's building and activities, overseeing key areas of its operation including building management, building maintenance, security, health & safety (non-production), Front of House and hires/commercial income. This is a senior post working closely with the Executive Director and alongside the rest of the Senior Team to progress Kiln Theatre's reputation and mission to be a theatre for all.

In the light of the Covid-19 pandemic and what is anticipated to be its long-lasting impact, this new senior role will be at the core of Kiln Theatre's robust and ongoing Covid-19 management. Responsible for protecting the safety of both staff and public and ensuring that everything practical is done to manage transmission risk in the weeks and months ahead.

Key Responsibilities and Duties

1. Operations

- Lead the Operations team including consultants and contractors to ensure effective and efficient management and maintenance of the building and the operating infrastructure and facilities within it.
- Oversee the administration and office management ensuring that the working environment for staff is optimised, and necessary equipment is provided and maintained in working order.
- Manage IT consultant, including contract.
- Be Personal License Holder (training will be provided where necessary).
- Oversee management system for tracking faults/maintenance issues around the building, and present monthly maintenance report to Executive Team.
- Responsible for upkeep of building, including arranging maintenance and repair work within budget, and in liaison with Production & Events Technician where appropriate.
- Oversee, manage and if necessary, renegotiate service agreements, maintenance contracts, and operational contracts including refuse/recycling, utilities and pest control.
- Responsible for management and efficient use of Operations & Manuals (O&Ms) for recent capital project, and future additions to O&Ms that may be required.

- Manage Asset Register in liaison with Production & Event Technician and Finance Manager and undertake annual audit.
- Lead relationship with Kiln Kitchen and oversee contract with them, including being their main point of contact and acting swiftly to resolve issues raised.
- Responsible for Kiln's duties in relation to its leases, and for the relationships with our landlords, including the Ancient Order of Foresters and Brent Council's Property & Assets Team.
- Manage CCTV system, including promptly preparing footage if requested by police.
- Manage SmartAir door system including maintenance contractor and troubleshooting.
- Institute and lead effective meeting structure for Operations & FOH teams.
- Manage Cleaning Supervisor and cleaning team to ensure effectiveness, and lead on the introduction and review of appropriate hygiene procedures throughout the building.
- Manage external Security contractor.
- Be main out-of-hours emergency contact for building, including intruder and fire alarm monitoring.
- Compile and manage duty management rota, shared in the main between Head of Operations & FOH and Audiences & FOH Manager, with limited casual shifts when required. Ensure anyone on duty has clear understanding of duties and has an up to date First Aid certificate.

2. Financial Management

- Oversee, manage and implement Operations, Front of House and Maintenance budgets, including providing monthly forecast reports for Executive Director and Finance Director.
- With Executive Director and Finance Director, review capital expenditure priorities, and prepare reports/quotations for regular capital expenditure review meetings.
- Act in accordance with and uphold Kiln's Financial Control procedures at all times.

3. Health & Safety

- Primary responsibility for the management of Health & Safety across the organisation and its activity - in conjunction with the Head of Production, to ensure compliance and best practice in respect of Health & Safety legislation and licensing requirements.
- Responsibility for ensuring the safety and security of all staff and visitors, including rigorous ongoing management of Covid-19 related safety.
- Ensure Kiln's Public Entertainment Licenses and fire regulations are adhered to at all times.
- Chair Health & Safety Committee and take the lead on Health & Safety designations and draw up and maintain policies and procedures (e.g. emergency incident plans, fire safety etc.) alongside Head of Production as appropriate.
- With support of Operations team, act to ensure that all government advice and safety precautions concerning Covid-19 are followed by all staff and continue to refine and react to any changes in procedures.

- In conjunction with the Audience & FOH Manager, help develop and oversee the implementation of all Kiln's FOH procedures and policies.
- Responsible for fire evacuation procedures and training. With Audience & FOH Manager, coordinate at least two emergency evacuation drills annually, and deal swiftly with any issues arising.
- Ensure monthly fire door checks take place and lead on Fire Risk Assessment actions.
- Oversee routine inspections including PAT testing, fire alarm servicing to ensure Kiln Theatre is in compliance at all times.
- Monitor and review risk assessment procedures for the building, including ensuring all external contractors are compliant with Kiln policy.
- Ensure the correct number of staff are adequately trained in First Aid at all times

4. Front of House

- Oversee the management of the Front of House operation to ensure quality, smooth-running, excellent customer service, consistent application of procedures and increased income generation where possible.
- Support Audiences & Front of House Manager in their role and oversee HR processes for all FOH staff such as appraisals, reviews, disciplinary, and ensure holiday/sickness records are recorded accurately.
- Be a hands-on presence Front of House, known to casual staff and customers, and embodying excellence in audience relations and the vision of Kiln as local venue with an international reputation.
- Oversee the maintenance of high standards of cleanliness FOH including external spaces.

5. Hires

- Strategic responsibility for income generation from hires and other commercial exploitation of the building's various spaces working around the artistic programme of work, including contributing the Kiln Theatre Business Planning review and development.
- Create and manage budgets, ensuring full cost recovery for any hires or events.
- Negotiate terms, as agreed with Executive Director, and issue appropriate contract for all hires.
- Attend Revenue Generation & Enterprise committee with trustees, and report on hires and other income generation plans
- Co-ordinate the execution of any such one-off events/ hires and ensure information regarding these events is communicated across the organisation.
- Liaise with Production Administrator to ensure accuracy of Kiln's master schedule particularly in relation to hires, and to support the events booking system.

6. Environment

- Lead on ensuring there is a green agenda in the operation of the organisation – including updating and overseeing the implementation of the Sustainability Action Plan

- Ensure that legal and statutory requirements are met (e.g. DEC certificate) and the collation of data to report on our environmental credentials.
- Support changes in behaviour and equipment to contribute towards improving Kiln's environmental impact.
- Active member of Green Team, attending regular London Theatre Consortium green champions meetings
- Main point of contact for Julie's Bicycle, and responsible for environmental data reporting to Arts Council.

7. Access and Inclusion

- Work with Operations team to ensure the building is as accessible and welcoming as it can be.
- Work to develop relationships with appropriate external agencies and organisations.
- Oversee the collation of appropriate data for equal opportunities monitoring and other comparative analysis as required.
- Be familiar with and where necessary enact Kiln Theatre's Equality Action Plan.
- With Executive Director, implement and manage staff training programme.

8. Neighbourhood

- Head of Operations & FOH should be active member of local community and known as easy point of contact by local people.
- Foster positive links with neighbours, including dealing swiftly with inquiries and complaints and escalating to Executive team when required.
- Develop excellent relationships with Brent Council teams, local police and other partners.
- In liaison with Head of Creative Engagement, generate new ideas and plans to enhance Kiln's relationship and dialogue with local people.

9. Data Protection

- Be Kiln Theatre's Data Protection Officer (DPO) and act in accordance with Kiln's GDPR policy. Update policy when required.
- As DPO, be responsible for ensuring that Kiln Theatre processes the personal data of its staff, customer, providers or any other individuals (data subjects) in compliance with applicable and current data protection rules.

10. Other / General

- Support and advocacy for Kiln Theatre, its mission, values and activity, including attending dress rehearsals, press nights, creative engagement performances, other events, external and internal meetings as required.
- Management and organisation of one-off projects as required.
- Comply with all statutory requirements, particularly in respect of the Equalities Act 2010, Health & Safety regulations and Kiln Theatre's Safeguarding Policy, including in the recruitment of casual staff and contractors.
- Communicate clearly and constructively with other departments and contribute to the effective delivery and scheduling of Kiln Theatre's activities.

- Keep abreast of current thinking and best practice in theatre and help to maintain Kiln Theatre's profile as a centre of excellence.
- Foster an environment that encourages excellent team working and inclusivity.
- Attend annual appraisal meeting with the Artistic Director and Executive Director.
- Carry out other duties as required commensurate with the overall purpose of the post.

Person Specification

Essential

- Enthusiasm for/interest in theatre and the work of Kiln Theatre
- At least 3 years' experience of operations/theatre management in a Theatre or Arts venue
- Experience of Health & Safety management and its application in theatre buildings
- Ability to bring innovative solutions to everyday organisational challenges
- Excellent computer skills - including strong working knowledge of Microsoft Office
- Excellent people management skills including building and leading teams
- Strong analytical skills, with good attention to forward planning and achieving strategic objectives combined with proven capacity to manage procedures
- Knowledge of relevant legislation and compliance requirements
- Financially astute with substantial experience of budget management
- Effective written ability across a range of documentation including policy and procedure development
- Ability to motivate and to work collaboratively, flexibly and in partnership with others
- Ability to manage a varied workload with multiple priorities and deadlines
- Ability to self-direct and self-start
- Commitment to diversity and inclusion and to the proactive improvement of the theatre sector in terms of representation and anti-racism.

Desirable

- Experience of managing IT systems
- Senior management experience
- Building management and maintenance experience

This job description is a guide to the nature of the work required for this role and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

TERMS AND CONDITIONS

Contract:	Full-time permanent (Kiln Theatre office hours are 10 am – 6 pm but mid-week evening work and Saturdays will sometimes be essential, this role may also include opening building earlier than 10am or locking up later than 6pm as part of duty management rota which is managed by this role to meet needs of organisation).
Start date:	Dependent on successful candidate's availability

Salary:	£38,000-£40,000 per annum paid PAYE via payroll
Holiday entitlement:	20 days plus bank holidays increasing to 25 days after 2 years' continuous employment
Probationary period:	6 months, followed by review
Pension:	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 3% of basic salary although employee may contribute more
Other benefits:	Complimentary tickets for preview performances, subject to availability. £2 tickets to Kiln Cinema. 20% staff discount in Kiln Kitchen bar/café/restaurant

EQUAL OPPORTUNITIES

Kiln Theatre is an Equal Opportunities employer and we strive to create an inclusive environment that reflects and celebrates our local community. We particularly encourage applications from Black, Asian and ethnically diverse people and D/deaf & disabled candidates as these groups are currently underrepresented in our staff team.

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Once the **Application Form** and **Equal Opportunities Monitoring Form** are completed please return, by the closing date, to:

Email:	Recruitment@KilnTheatre.com using the heading 'Head of Operations & FOH Application'
By Post:	Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Closing Date:	9am Mon 7 Sep 2020
Interviews:	w/c 14 Sep 2020

You are encouraged to contact Daisy Heath (DaisyHeath@KilnTheatre.com) or Indhu Rubasingham (IndhuRubasingham@KilnTheatre.com) for an informal and confidential chat about the role.

WHAT HAPPENS NEXT?

We will invite some applicants for an interview, arrangements will be in compliance with latest government guidance on COVID-19. Due to the anticipated volume of applications, we will only be able to contact you if we can offer you an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.