

Citizens Theatre

Job Description

Role:	Theatre Administrator (0.8 FTE)
Responsible to:	Executive Director & Artistic Director
Responsible for:	n/a
Key Relationships:	Production Administrator, People Advisor

Purpose of the Role:

The Theatre Administrator will provide organisational support to the Executive (Artistic Director, Executive Director) and Board of Trustees and staff, including personal support to manage schedules, correspondence, travel and accommodation, and minuting meetings and subgroups of the Board of Trustees. You will be a central point of contact across the organisation, coordinating company administration, meetings and communications. You will also support the People Advisor to manage HR systems and processes, and support the artistic and production teams with administration, including casting and contracts.

The role requires someone with excellent organisational and administration skills, a confident communication style (in person, via phone or email), and the ability to multi-task, prioritise effectively and forward plan in a fast paced and dynamic environment. You will be interested in the way that companies are run, and how to manage a charity well. You may also have a passion for working for a charity or within the arts. The role could be a good step towards a career in Administration, HR, Producing or as a General Manager or Executive Director of a company. You could be early in your career, and we will provide training to support you if so. We also welcome more experienced candidates who may have had administrative roles in the past or have qualifications in Administration or Business Management who would enjoy working in a creative environment.

Responsibilities:

Executive & Board Support

- Provide assistance, including diary coordination, meeting arrangements, and correspondence management to the Executive (Artistic Director and Executive Director) and Board of Trustees
- Book travel, accommodation and tickets for the Executive and Board of Trustees, and create travel itineraries as required
- Coordinate Board meetings and sub-groups, collating and circulating papers, coordinating logistics and meeting spaces (in person and online)
- Coordinate functions and hospitality events on behalf of the Executive and/or Board of Trustees
- Attend and take notes at meetings, including Board meetings, sub-committees, staff working groups and company meetings

General, Office & HR Administration

- Oversee daily office operations, including answering and fielding phone calls and email enquiries, ordering and receiving goods, mail distribution, maintaining office supplies and budgets, general correspondence and filing
- Organise and maintain office files, digital records and archives, and support the development of cross-organisational digital storage protocols
- Serve as a point of contact for visitors and contractors in person and online
- Arrange internal and external meetings, coordinating company meetings, events and activities, keeping relevant event management tools up to date, and preparing papers, rooms, and hospitality

- Support the Artistic Director and production team with artistic administration, including casting schedules, production admin, coordinating meet and greets
- Support the Executive Director and SMT to manage and maintain HR systems, processes and policies, and to ensure they are implemented consistently across the organisation
- Provide support to the People Advisor with recruitment processes, including equality monitoring, and support the induction and onboarding process
- Support the collection, analysis and reporting of data for funders and stakeholders, including Creative Scotland
- Monitor and track expenses, support monthly credit card reconciliation and assist with budget reporting

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- Demonstrable interest in theatre, arts and culture
- Experience working in a busy office environment, managing and improving administrative processes
- Skill and speed as a notetaker
- Highly organised, excellent attention to detail
- Literate and highly confident with Microsoft Office, Adobe Acrobat, and database tools (e.g. CRM or donor management)
- Ability to act on initiative to solve problems, and to work effectively with minimum supervision
- Ability to manage several simultaneous projects and prioritise appropriately
- Excellent written and verbal communication skills, and ability to write to a professional standard
- Excellent numeracy skills, with a proven ability to manage, monitor and report on budgets
- Ability to act with diplomacy and discretion, and maintain strict confidentiality when managing sensitive material

Desirable

- Experience working within a not-for-profit arts or charitable organisation
- Experience working in a similar role, either as a PA or in an administrative capacity

Terms & Conditions

Salary:	£28,000 FTE (pro rata £22,400 for 0.8FTE contract)
Hours:	Four Days per week (0.8 FTE / 28 hrs pw) across Mon-Fri (schedule to be agreed), typically between 10am and 6pm, with occasional evening and weekend work required to support meetings and events.
Overtime:	No overtime payments are available. The Citizens Theatre operates a time off in lieu (TOIL) system.
Holiday:	20 days per year, plus 9 public holidays, rising to 22 days after 3 years, and 25 days after 5 years
Pension:	Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 6 weeks thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS Colleagues are currently working from home while we complete a major redevelopment of our building, with an expected return to the theatre in summer 2025. On return to the building we anticipate introducing a hybrid working policy, with a weighting towards office working.

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Cycle to Work Scheme
- Training and development opportunities

How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that show us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications:	Wednesday 04 June 2025, 12pm
First Interview:	Monday 09 or Tuesday 10 June 2025 (may be subject to change, online meeting)
Second Interview:	Tuesday 17 June 2025 (may be subject to change, in person)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.