

## **JOB DESCRIPTION**

<b>Job Title:</b>	Programme Administrator
<b>Hours:</b>	40 hours per week
<b>Salary Band:</b>	<b>£28,000-£32,000</b>
<b>Reports To:</b>	General Manager
<b>Internal Relationships:</b>	Artistic Director Box Office Team Marketing Manager Technical Team BKL Producing Team
<b>External Relationships:</b>	Commercial and Private Hirers Producers and Tour Programmers

### **Main Purpose**

The Other Palace is looking for a motivated and enthusiastic Programme Administrator to work closely with the General Manager on the programming of visiting productions, management of corporate and private hiring and administration of the theatre's programme of events. The key elements of the role include:

- Working in conjunction with the General Manager to research, negotiate, book and contract visiting productions, one-night concerts, performances, and events;
- Act as the key point of information distribution for all departments in the theatre with relation to visiting companies, large performance hires and events;
- Prepare and issue contracting paperwork such as Deal Memos and long-form Contracts;
- Work alongside the Front of House/Bar and Technical departments to support the administration and booking of external hires (for functions, meeting, and conference spaces etc.) in addition to regular venue hires;
- To support the General Manager with other administration duties as required.

### **General Information**

The Other Palace is part of Bill Kenwright Ltd., one of the largest commercial theatre producers in the UK. The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and an event/multi-purpose space. The Venue welcomes external productions changing regularly, and produces an annual Christmas show specifically for the Studio space alongside regular readings, workshops, forums and other events across both performances spaces and The Other Gin Palace located in the main foyer and the multi-purpose space on the first floor formerly occupied by The Other Bites restaurant.

**Responsibilities Include:****Programming**

- Supporting the General Manager to build and establish strong working relationships with production companies, independent producers and promoters;
- To keep abreast of the theatre industry, including new and upcoming productions or productions in development, industry people movement, current touring productions and national trends for theatre production and touring;
- Working with the General Manager to research and negotiate deals with visiting touring productions, one-night concerts, performances and events, monitoring and understanding the risks and the potential revenue generation from ticketing and secondary revenue streams;
- To generate and issue deal memos and subsequent contractual agreements for all confirmed productions, including the collation and distribution of all key information to relevant departments including Technical and Front of House;
- To act as the key point of communication for visiting companies, producers and promoters;
- Maintenance of information stored in YesPlan, the theatre's events management platform;
- To work within the theatre's artistic vision for all programming strands.

**Administration**

- To work alongside the Front of House department and General Manager to support the administration and booking of external hires (for functions, meetings and conferences) in addition to regular venue hires;
- To support the General Manager with other administration duties as required;
- To undertake all other duties as may be reasonably required of you, instructed by the General Manager.

## PERSON SPECIFICATION

<b>Position Title:</b>	<b>Theatre Administrator</b>	<b>Date:</b>	<b>03.02.2026</b>
<b>Department:</b>	<b>ADMINISTRATION</b>	<b>Prepared by:</b>	<b>Graeme Russell</b>

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Basic understanding and experience of theatre producing and venue operations		✓	AF/I
1.2	Knowledge of box office and CRM systems. (e.g. Spektrix)		✓	AF/I
1.3	Knowledge of booking management systems (e.g. YesPlan)	✓		AF/I
1.4	Experience of working collaboratively with other people	✓		AF/I
1.5	Experience of programming shows and/or managing events and strong negotiation skills	✓		AF/I
1.6	Tact and skill in dealing with suppliers and external companies with experience of handling complaints and enquiries	✓		AF/I
1.7	Experience of general administration duties in an office environment	✓		AF/I
1.8	Experience of budgeting and understanding profit and loss		✓	AF/I
1.9	The ability to multi task in a busy environment and excellent Microsoft office skills	✓		AF/I
1.10	Experience of relationship building both internally and externally whilst representing an organisation	✓		AF/I
1.11	Good attention to detail	✓		AF/I
1.12	Working knowledge of GDPR principles and strong commitment to maintaining confidentiality	✓		AF/I
<b>2.</b>	<b>COMPETENCIES</b>			
	<b>WORKING WITH PEOPLE</b>			
2.1	a. Demonstrates an interest in and understanding of others b. Adapts to the team and contributes to team spirit c. Able to follow instructions accurately d. Asks questions, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/T/I
	<b>RELATING AND NETWORKING</b>			
2.2	a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict	✓		AF/T/I

	REQUIREMENTS	Essential	Desirable	Assessed
	e. Uses humour appropriately to enhance relationships with others			
2.3	<b>ANALYSING</b> a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system.	✓		AF/T/I
2.4	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b> a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals	✓		AF/T/I
2.5	<b>ENTREPRENEURIAL AND COMMERCIAL THINKING</b> a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value	✓		AF/T/I
2.6	<b>EDUCATION AND TRAINING</b>			
3	A minimum of 5 GCSE grade A*-C passes, including in English and Mathematics.	✓		AF
3.1	A Degree level (or equivalent) qualification in a relevant field (English, Marketing, Theatre Management, Producing, Drama etc.)		✓	AF
3.3	First Aid at Work qualification		✓	AF

To request an informal conversation about the requirements of the role please email [careers@theotherpalace.co.uk](mailto:careers@theotherpalace.co.uk)

Applications should be addressed to Graeme Russell, General Manager and submitted to [careers@theotherpalace.co.uk](mailto:careers@theotherpalace.co.uk) before 5pm on Friday 10 April 2026.