

Thank you for your interest in the Operation Director vacancy.

Live Theatre has an international reputation as a new writing theatre. As well as producing and presenting new plays, it seeks out and nurtures creative talent.

“One of the most fertile crucibles of new writing” **The Guardian**

A high proportion of Live Theatre’s work regularly tours to other venues across the UK and internationally, including to Broadway and the Melbourne Festival. *Our Ladies of Perpetual Succour*, written by Lee Hall and co-produced with National Theatre of Scotland, won an Olivier Award for Best New Comedy and has completed a West End run in 2017 and *The Red Lion* by Patrick Marber, starring Stephen Tompkinson, transferred to London in winter 2017 and was nominated for an Olivier Award 2018 for Outstanding Achievement in an Affiliate Theatre.

Live Theatre’s work with young people was recognised with an Outstanding Contribution Award at the North East Youth Work Awards and awarded Investors in Children status for its child-led approach. It has the largest free drama education and participation programme in the region.

“Live Theatre is British Theatre’s best kept secret. [It] has supported generation after generation of new writers, actors and theatre artists.” **Lee Hall, Playwright**

Located on Newcastle upon Tyne’s Quayside, theatre is based in a carefully restored complex of five Grade II listed buildings, combining state-of-the-art facilities in a unique historical setting with a flexible and welcoming theatre space, studio, rehearsal room and writers’ rooms.

Live Theatre draws on a broad portfolio of income streams and is recognised as a national leader in developing new strategies for increasing income and assets. These include The Schoolhouse, a hub for creative businesses; Live Garden, a beautiful outdoor performance space; Live Tales, a centre for children and young people’s creative writing; and Live Works, a commercial office building which has won architectural awards from RIBA and the Civic Trust. Live Theatre receives a percentage of the income from award-winning gastro pub The Broad Chare and from Head of Steam, Quayside.

Live Theatre is funded by Arts Council England as a National Portfolio Organisation and receives financial support from Newcastle City Council through the Newcastle Culture Investment Fund managed by the Community Foundation, and from other trusts and foundations, corporate partners and Friends.

We look forward to receiving your completed application.

Kind regards

A handwritten signature in black ink, appearing to read "J. M. Beirne".

Jim Beirne CEO

Operations Director Role

Live Theatre is seeking an **Operations Director** to manage the operational activities of Live Theatre (North east Theatre Trust Ltd) and maintain and develop its existing profile.

The **Operations Director** will be accountable, with the CEO, for the overall reputation and quality of Live Theatre; the excellence of its work, its reputation and recognition regionally, nationally and internationally. They will lead and enhance operational activities and procedures that ensure resilience and sustainability.

This is a full time role based at Live Theatre.

Closing date: 12noon Wednesday 13 June 2018

Interviews held: Wednesday 20 June 2018, in Newcastle upon Tyne

Only shortlisted candidates will be contacted.

Operations Director Person Specification

Qualifications

Extensive experience of working as a senior manager in a similar position in the cultural sector

Skills and Experience

Experience of managing a broad range of activities within a complex, creative environment

Highly developed interpersonal skills, with the ability to lead, inspire and motivate a team

Excellent organisational skills and attention to detail

Proven ability financial management, strategy and accountability

Proven strategic planning skills, including leading on business planning and implementation

Experience of communicating with people from a wide range of backgrounds in person and in writing

Excellent negotiation and advocacy skills

A creative approach to prioritisation and problem solving

Computer literate and highly proficient with databases and the Microsoft Office Suite

Experience of management and development of HR practices

Personal Qualities

A high level of self- motivation, resourcefulness and a positive attitude

Ability to lead and manage complex and multiple projects

The ability to work on your own, on your own initiative and as part of a team

Calm under pressure and ability to multitask

The flexibility to work evenings and weekends as required

A commitment to equal opportunities, environmental sustainability and cultural diversity



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Operations Director Job Description

Job Title:	Operations Director Operations Team
Salary Band:	1
Job Purpose:	The Operations Director (OD) will manage the operational activities of Live Theatre and maintain and develop its existing profile. The OD is accountable, with the CEO, for the overall reputation and quality of Live Theatre; the excellence of its work, its reputation and recognition regionally, nationally and internationally.
Line Manager:	Chief Executive
Responsible for:	Customer services Team Leader Events and Development Officer Finance Manager Marketing and Communications Manager

Key Responsibilities:

1	To lead and enhance operational activities and procedures that ensures resilience and sustainability.
2	To lead the external relations and promotional activities of Live Theatre to maintain and enhance the regional, national and international reputation of the company.
3	To build and maintain positive working relationships with: <ul style="list-style-type: none"> • all colleagues in Live Theatre • individuals, artists, partners and organisations in the wider creative, cultural, public, private and charitable sectors locally, nationally and internationally.
4	To ensure that: <ul style="list-style-type: none"> • all staff reporting to you are trained and equipped to fulfill their responsibilities, including the use of all of Live Theatre's core ICT programmes. • this post holder takes personal responsibility for their own continuous professional development, learning and training on an annual basis.

Duties: Duties associated with each key responsibility

1	<ul style="list-style-type: none"> a) To ensure the efficient operational management of the theatre and its facilities and to be responsible for the condition and security of all land and buildings owned or occupied by Live Theatre. b) To devise and execute appropriate operational policies for all aspects of the company in line with statutory legislation. c) To support the Chief Executive in the formulation and presentation of plans, to provide accurate information to ensure sound budget control, financial reporting, forward planning and risk management. d) To create the right delivery and monitoring frameworks for capital and revenue activities. e) To be responsible for tangible and intangible properties owned and/or managed by Live Theatre and ensure income streams from them are maintained and increased. f) To provide HR advice to managers on personnel matters, calling on external professional and legal advice, as required. g) To ensure the ICT needs of the organisation are met in the most efficient and effective way, calling on external strategic or operational ICT support, as required. h) To attend Board meetings and its Sub-Committees. i) To deputise for the Chief Executive where appropriate.
2	<ul style="list-style-type: none"> a) To lead the coherent development and delivery of strategic planning for brand and brand values, marketing, media, audience development, fundraising, and customer and stakeholder relations
3	<ul style="list-style-type: none"> a) To work with internal colleagues and external partners on joint projects e.g. tours and co-productions, to build and maintain positive relationships that lead to the organisation delivering programmes of high quality, critically acclaimed work.

	<p>b) To keep abreast of national and international trends and best practice in theatre operation techniques and systems.</p> <p>c) To establish, maintain and develop contacts with visiting companies and venue users to assess their technical requirements, offering advice and support where necessary, ensuring any appropriate charges are outlined.</p>
4	<p>a) Identify a set of annual strategic objectives for your area of responsibility and obtain approval for their implementation from the CEO in advance of the start of the fiscal year.</p> <p>b) Develop an implementation plan to ensure that these objectives are achieved.</p> <p>c) Allocate parts of the plan to members of your team and delegating the implementation as appropriate.</p> <p>d) Monitor and check regularly with colleagues to ensure progress against objectives.</p> <p>e) Take appropriate timely corrective action to ensure that barriers to the implementation of the objectives are overcome.</p> <p>f) Prepare quarterly summary reports to update the CEO and Board as required.</p> <p>g) Maintain and seek approval for up to date job descriptions for all staff you are responsible for.</p> <p>h) Assist with recruitment to fill agreed vacancies, including interviewing prospective candidates.</p> <p>i) Manage staff through daily direction, guidance and supervision including 121 meetings at least quarterly to ensure tasks are completed satisfactorily, and to take immediate action to ensure correction if necessary.</p> <p>j) Carry out annual appraisals with each member of staff in your team identifying their training and development needs to assist/lead their progress.</p> <p>k) Create a productive and empowering working environment that enables staff to perform at their highest potential.</p> <p>l) Ensure this post holder takes personal responsibility for their own continuous professional development, learning and training on an annual basis.</p>
	<p>Other duties</p> <p>a) To observe the company's Health and Safety policy and to co-operate with the company to enable compliance with any duty imposed on it by law.</p> <p>b) To ensure equality, inclusion and diversity are at the core of your working practices.</p> <p>c) To contribute towards the company's environmental strategies, ensuring sustainability goals are reflected in all aspects of the company's work.</p> <p>d) To undertake other tasks and duties as may reasonably be requested by the Directorate or the Board.</p> <p>e) To communicate with other Live Theatre staff to ensure that accurate, up-to-date and timely information is passed to staff and customers.</p>

Main Terms and Conditions of Service:

Salary: £35-40K per annum, dependent on experience

Hours: Monday – Friday 40 hour week. You may be required to work the occasional evening or weekend.

No overtime payments are available. Live Theatre operate a time off in lieu system.

Holidays: 28 days per year including Bank Holidays; rising to 33 days after 3 years continuous service.

Live Theatre operates a contributory pension scheme.

This post is subject to a six month probationary period.

Benefits:

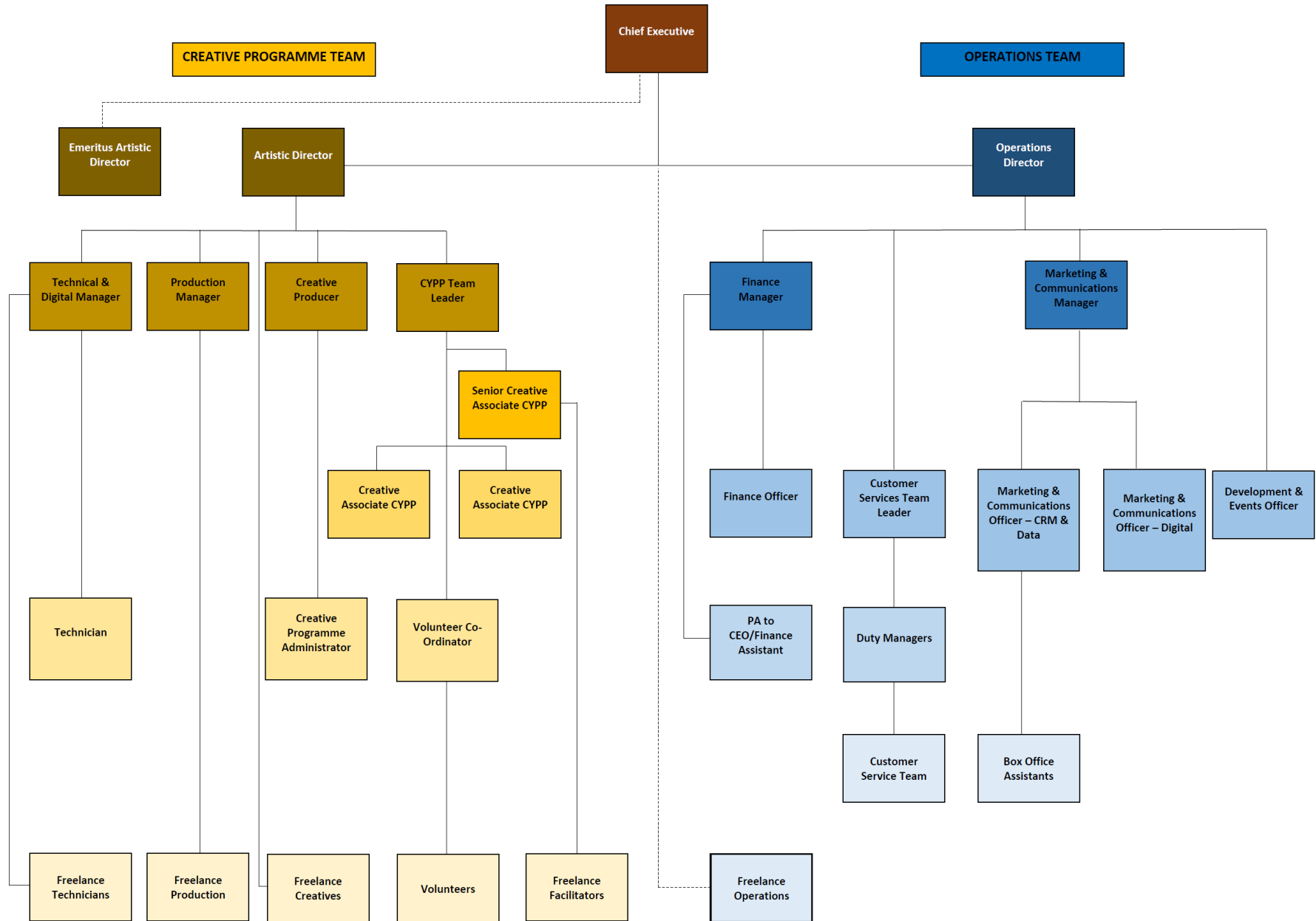
- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Discounted tickets to Newcastle/Gateshead Cultural Venues subject to T & Cs
- Travel pass annual purchase scheme
- Cycle to Work scheme



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Live Theatre Organisation Diagram with names



MAY 2018



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Data protection compliance statement

This document demonstrates North East Theatre Trust Ltd (NETT) t/a Live Theatre our commitment to protect the privacy and security of your personal information. It contains information regarding how we collect and use personal data or personal information about you in advance of any employment relationship in accordance with the General Data Protection Regulation (GDPR) and all other data protection legislation currently in force.

Pursuant to that legislation, when processing data we will:

- process it fairly, lawfully and in a clear, transparent way
- collect your data only for reasons that we find proper for the course of your employment in ways that have been explained to you
- only use it in the way that we have told you about
- ensure it is correct and up to date
- keep your data for only as long as we need it
- process it in a way that ensures it will not be lost or destroyed or used for anything that you are not aware of or have consented to (as appropriate).

NETT is a “data controller”. This means that we are responsible for determining the purpose and means of processing personal data relating to you.

“Personal data”, or “personal information”, means any information relating to an identified, or identifiable individual in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

There are “special categories” of sensitive personal data, meaning data relating to racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, physical or mental health conditions, sex life or sexual orientation, which require a higher level of protection.

This statement is applicable to job applicants. It is not intended to, neither will it, form part of any contract of employment or contract of services. We reserve the right to make changes to this statement at any time, if you are affected by substantial changes we will make an alternative statement available to you.

Where you are successful in your application and are appointed to a position you will receive details of our separate data protection compliance statement for employees.

DETAILS OF INFORMATION WE WILL HOLD ABOUT YOU

The list below identifies the kind of data that we will process about you during the application process:

- personal contact details such as name, title, addresses, telephone numbers, and personal email addresses
- date of birth
- gender
- information included on your CV including references, education history and employment history
- Interview notes
- documentation relating to your right to work in the UK
- national Insurance number
- copy of driving licence (where applicable)
- evidence of qualifications or professional memberships.

The following list identifies the kind of data that we will process and which falls within the scope of “special categories” of more sensitive personal information:

- information relating to your race or ethnicity, religious beliefs, sexual orientation, sex life and political opinions



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- information about your health, including any medical conditions and disabilities;
- information about criminal convictions and offences

HOW WE COLLECT YOUR PERSONAL INFORMATION

Your personal information is obtained through the application and recruitment process, this may be directly from candidates or a third party who undertakes background checks. We may occasionally request further information from third parties including, but not limited to, previous employers. And any further personal information that may be collected in the course of job-related activities throughout the period of you working for us in the event you become an employee.

PROCESSING INFORMATION ABOUT YOU

We will only administer personal information in accordance with the lawful bases for processing. At least one of the following will apply when we process personal data:

- consent: You have given clear consent for us to process your personal data for a specific purpose.
- legal obligation: The processing is necessary for us to comply with the law (not including contractual obligations).
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LAWFUL BASIS FOR PROCESSING YOUR PERSONAL INFORMATION

We consider that the basis for which we will process the data contained in the list above (see section above - **details of information we will hold about you**) is to enable us to consider whether we may wish to/prepare for entering into a contract or agreement with you and to enable us to comply with our legal obligations.

The circumstances in which we will process your personal information are listed below:

- making a decision about your recruitment or appointment
- making decisions about terms and conditions, salary and other benefits
- checking you are legally entitled to work in the UK
- assessing qualifications for a particular job or task
- education, training and development requirements
- complying with health and safety obligations
- preventing fraud
- in order to fulfill equal opportunity monitoring or reporting obligations

There may be more than one reason to validate the reason for processing your personal information.

LAWFUL BASIS FOR PROCESSING “SPECIAL CATEGORIES” OF SENSITIVE DATA

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information. We may process special categories of personal information in the following circumstances:

- consent: You have given clear consent for us to process your personal data for a specific purpose.
- contract: The processing is necessary for a contract we have with you, or because we have asked you to take specific steps before entering into a contract.
- legal obligation: The processing is necessary for us to comply with the law (not including contractual obligations) and meets the obligations under our data protection policy.
- vital interests: the processing is necessary to protect someone’s life.
- public task: the processing is necessary for us to perform a task in the public interest or for our official functions, and the task or function has a clear basis in law. and meets the obligations under our data protection policy. (For example in the case of equal opportunities monitoring).

The list below identifies which activities are carried out by third parties on our behalf:

- pension providers/administrators
- IT services
- legal advisors
- security
- insurance providers

Data may be shared with 3rd parties in the following circumstances:

- in relation to the maintenance support and/or hosting of data
- to adhere with a legal obligation
- in the process of obtaining advice and help in order to adhere with legal obligations.

If data is shared, we expect third parties to adhere and comply with the GDPR and protect any data of yours that they process. We do not permit any third parties to process personal data for their own reasons. Where they process your data it is for a specific purpose according to our instructions.

DATA SECURITY

As part of our commitment to protecting the security of any data we process, we have put security measures in place to avoid data from being accessed, damaged, interfered with, lost, damaged, stolen or compromised. In cases of a breach, or suspected breach, of data security you will be informed, as will any appropriate regulator, in accordance with our legal obligations.

Any data that is shared with third parties is restricted to those who have a business need, in accordance with our guidance and in accordance with the duty of confidentiality.

DATA RETENTION

We anticipate that we will retain your data as part of the recruitment process for no longer than is necessary for the purpose for which it was collected. We will keep your data for six months.

We have given consideration to the following in order to decide the appropriate retention period:

- quantity
- nature
- sensitivity
- risk of harm
- purpose for processing
- legal obligations

At the end of the retention period, upon conclusion of any contract or agreement we may have with you, or until we are no longer legally required to retain it, it will be reviewed and deleted, unless there is some special reason for keeping it. Occasionally, we may continue to use data without further notice to you. This will only be the case where any such data is anonymised and you cannot be identified as being associated with that data.

If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate data protection compliance statement (privacy notice) for employees, workers and contractors which will be provided to you when applicable.

YOUR RIGHTS IN RELATION TO YOUR DATA

We commit to ensure that any data we process is correct and up to date. It is your obligation to make us aware of any changes to your personal information.

In some situations, you may have the:

- **Right to be informed.** This means that we must tell you how we use your data, and this is the purpose of this privacy notice.



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- **Right to request access.** You have the right to access the data that we hold on you. To do so, you should make a subject access request.
- **Right to request correction.** If any data that we hold about you is incomplete or inaccurate, you are able to require us to correct it.
- **Right to request erasure.** If you would like us to stop processing your data, you have the right to ask us to delete it from our systems where you believe there is no reason for us to continue processing it.
- **Right to object to the inclusion of any information.** In situations where we are relying on a legitimate interest (or those of a third party) you have the right to object to the way we use your data where we are using it.
- **Right to request the restriction of processing.** You have the right to ask us to stop the processing of data of your personal information. We will stop processing the data (whilst still holding it) until we have ensured that the data is correct.
- **Right to portability.** You may transfer the data that we hold on you for your own purposes.
- **Right to request the transfer.** You have the right to request the transfer of your personal information to another party.

Where you have provided consent to our use of your data, you also have the unrestricted right to withdraw that consent at any time. Withdrawing your consent means that we will stop processing the data that you had previously given us consent to use. There will be no consequences for withdrawing your consent. However, in some cases, we may continue to use the data where so permitted by having a legitimate reason for doing so.

If you wish to exercise any of the rights explained above, please contact Jim Beirne, CEO by emailing jim@live.org.uk

Consequences of your failure to provide personal information

If you neglect to provide certain information when requested, it may affect our ability to enter into an employment contract with you, and it may prevent us from complying with our legal obligations.

Change of purpose for processing data

We commit to only process your personal information for the purposes for which it was collected, except where we reasonably consider that the reason for processing changes to another reason and that reason is consistent with the original basis for processing. Should we need to process personal information for another reason, we will inform you of this and advise you of the lawful basis upon which we will process.

Important note: We may process your personal information without your knowledge or consent, in compliance with the above rules (see above section - **lawful basis for processing your personal information**).

In the event that you enter into an employment contract with us, any information already collected may be processed further in accordance with our data protection policy, a copy of which will be provided to you.

QUESTIONS OR COMPLAINTS

Should you have any questions regarding this statement, please contact Jim Beirne, CEO by emailing jim@live.org.uk

The supervisory authority in the UK for data protection matters is the Information Commissioner (ICO). If you think your data protection rights have been breached in any way by us, you are able to make a complaint to the ICO.