



WOLVERHAMPTON
GRAND
THEATRE

RECRUITMENT PACK

#MAGICOFTHATRE



YOUR COMPANY

Wolverhampton Grand Theatre has been at the heart of the local entertainment scene since 1894 and has helped to create a lifetime of memories for many people. By joining our team, you will play your part in contributing to the rich history of one of Wolverhampton's most landmarks.

The Grand Theatre's ambition, vision, and determination to achieve great things are some of the factors which enable us to attract the very best talent to our team. The genuine excitement and belief which permeates through the theatre makes for a very exciting and enjoyable creative environment in which to work. The beautiful Grade II Listed Victorian auditorium has 1200 seats and attracts almost 300,000 patrons per year as we present a wide range of major West end and National productions. These include; drama, musicals, ballet, dance, opera, variety, children's shows, and of course pantomime, where we attract audiences from across the whole of the Midlands region and beyond. We enjoy a reputation for high quality performances and impeccable levels of customer service.

The Grand Theatre, affectionately known as *'The Grand'*, continues to expand and excitingly in recent years has returned to producing. In house productions were an integral part of the theatre's programme from 1894 right through to the late 1970's. Now this great tradition of creating theatre for the people of the Midlands will once again continue well into the future.

THE CULTURE

The grand is a registered charity and is also a very successful and significant entrepreneurial company with an intense desire to constantly grow the business, an inherent sense of urgency, rapid decision making, and an 'open door' management approach.

Employees are passionate about the theatre, united in giving customers a fantastic and magical experience, whether they are attending the theatre to experience a performance, attending one of our many exciting events or participating in our extensive community and educational programmes.

Creating theatre every night involves huge dedication and hard work from a highly skilled multi disciplinary team of creative professionals and immensely talented support staff.

To describe the culture of The Grand in a few words;

We are a dynamic workforce who are energised and motivated to achieve our goals. We encourage collaboration between departments with a strong emphasis on working together to achieve success.

THE HIGHLIGHTS

This role reports to **CEO** with a dotted line into the Associate Director - Creative.

The salary for this role is **commensurate with experience**, and the hours are **37.5** per week.

This role is based at the Wolverhampton Grand Theatre, Lichfield Street, Wolverhampton, WV1 1DE.



YOUR NEW ROLE

In your new role of **Theatre Support Manager**, you will report directly to the **Chief Executive Officer with an associated dotted line into the Associate Director – Creative**.

JOB PURPOSE

The **Theatre Support Manager** will be the engine that keeps the Senior Leadership Team (SLT) running smoothly, ensuring our ambitious plans translate into action and the theatre's strategic aims are met successfully. You will work across SLT giving you a unique perspective on how our busy and progressive theatre operates.

No two days are the same; you could be arranging Trustee meetings, supporting donor communications, coordinating executive schedules, or streamlining office systems. You will also be making a tangible impact on the theatre's creative aspirations through directly supporting its programming and producing work.

You will be a trusted partner to the Chief Executive (CEO) and the SLT, handling information with discretion and professionalism, ensuring precise, diligent communication with internal and external stakeholders.

This role is ideal for someone extremely organised with a creative flair, who thrives on variety, is proactive and willingly takes ownership of tasks and projects, and likes to see meaningful results from their work every day.

PRINCIPLE DUTIES & RESPONSIBILITIES

Executive Support

- Organise external meetings for the CEO and Executive Team, considering scheduling, locations, attendee availability and other details as may be required.
- Coordinate organisation-wide meetings on behalf of the CEO and Executive Team, maintaining up to date shared calendars.
- Arrange travel and accommodation when necessary for theatre visits and other work-related appointments taking place off site.
- Support with preparation for Senior Leadership Team meetings, tracking action points and decision making, and following up with those accountable to ensure delivery of activity.
- Maintain clear systems to support organisational planning and internal communication.
- Administer expenses and credit card reconciliation for the Executive Team, maintaining accurate related documentation.
- Coordinate day-to-day office management, including ensuring sufficient office supplies are available as required for the wider team.
- Welcome guests to the theatre and be their first point of contact.
- Handling and directing of telephone calls to the SLT.



PRINCIPLE DUTIES & RESPONSIBILITIES Continued

Programming and Producing

- Lead on programming single-night engagements in the theatre, including establishing pricing and undertaking deal negotiations under the direction of the Associate Director – Creative.
- Organise, attend and contribute to programming and production meetings.
- As directed by the Associate Director – Creative, liaise with the multitude of producers, promoters, agents, managers, and artists who visit WGT.
- Assist with artist and company liaison while they are resident at WGT.
- General support to the creative team in the producing of WGT's self-produced productions, including but not limited to the annual pantomime.
- Assist with arranging auditions, including the sourcing and booking of venues and managing the schedule of auditionees in conjunction with artists' agents.
- Conduct availability checks for talent, as directed.
- Making accommodation and travel arrangements for freelance practitioners working for The Grand Theatre, as required, ensuring best value for money for WGT.
- Record expenditure accurately and in line with budgets, as directed.
- To Deputy Company Manage our annual in house Pantomime.
- Upload invoices and seek appropriate authorisation for payments to be made for produced work, as required.
- Compile payment schedules for internal use, ensuring accuracy of amounts and timely payments in line with contracted agreements.
- Maintain accurate and up-to-date information on the venue management software (Artifax) for all WGT programmed and produced events and ensure Artifax is being utilised to its full potential.

Governance and Compliance

- Manage end-to-end logistics for Board meetings, coordinating full Board and Board subcommittee administration including the scheduling of meetings in liaison with the Company Secretary.
- Support with the collation of Board papers and other materials, ensuring accuracy, uniformity, and timely delivery.
- Maintain governance records and filing systems, as directed by the Associate Director – People and Culture and the Associate Director - Finance.
- Maintain an annual governance and compliance calendar to ensure key deadlines are observed and that policy review deadlines are met.
- Work with the Associate Director – People and Culture to onboard new Trustees.
- Administrate expenses incurred by members of the Board.
- Act as a key liaison between Board members, the Company Secretary and the SLT.
- Maintain the theatre's Governance Policy Framework ensuring compliance with relevant legislation and regulatory bodies, e.g charity commission.



PRINCIPLE DUTIES & RESPONSIBILITIES Continued

General

- Actively contribute to a positive working culture by modelling professionalism, collaboration, and a delivery-focused mindset within the Executive office and beyond.
- Keep abreast of the latest industry developments and agreements (particularly, UK Theatre Agreements).
- Always act in the best interests of Wolverhampton Grand Theatre.
- Maintain confidentiality with regard to sensitive information in all areas of work.
- Consider all areas of work within the context of WGT's equity, diversity, inclusion, and belonging policy.
- Undertake these duties with an awareness of and in compliance with WGT's Health & Safety Policies.
- Carry out any other duties which are commensurate with the salary and designation of the post, subject to any reasonable adjustment under the Equality Act, 2010.
- Participate in a regular review of this job description with the CEO, and the Associate Director - Creative so that it adequately reflects the changing needs of the organisation.

KNOWLEDGE & SKILLS WE NEED YOU TO HAVE

- Ability to handle confidential and sensitive information with the highest level of integrity, judgement and discretion.
- Proactive, solution-focused approach with the confidence to problem solve and take initiative to get the job done.
- Proven experience of maintaining high-quality output whilst working in fast-paced environment with multiple competing priorities.
- Outstanding written and verbal communication skills, with the ability to engage professionally and confidently with senior leaders, trustees, partners, external stakeholders, and occasionally on behalf of the CEO.
- Strong, diligent attention to detail, with a commitment to delivering work to a consistently high standard.
- Experience of supporting leaders to do their best work (this could be an artist leading a project or production, a team leader, or the director of an organisation).
- A commitment to embedding equity, diversity, inclusion, and belonging in all areas of work.
- Solid understanding of theatre programming and producing and the ability to work in a creative environment, with creative people.
- Strong numeracy skills with the ability to work within budgets.
- Good working knowledge of MS programmes including Office 365, Word, Excel, and Outlook.
- Interest in building a career in theatre programming/producing/theatre management.
- Experience of Company Managing or Deputy Company Managing productions.
- Experience of working with charity governance.



KNOWLEDGE AND SKILLS WE WOULD LOVE YOU TO HAVE

- Experience of working in an arts and culture organisation.
- Understanding of charity governance and statutory reporting.
- Fundraising or donor management experience.
- Experience supporting a CEO, senior executive, or Board at a charity, foundation, or mission-led organisation.
- Experience of using Artifax (venue management software)
- Experience of using Spektrix (CRM)
- Confident negotiation skills.

WHAT YOU WILL GET IN RETURN

- Enhanced employer contribution to your pension if you meet the eligibility criteria. We will match your contributions up to 4%.
- 30 days holiday, increasing to 33 with length of service (including bank holidays)
- We want you to love theatre as much as we do so you can request six free tickets** per year and one free booth** (**subject to availability and exclusions apply), and additional ticket offers throughout the year.)
- A 25% discount from the bar and booths on every visit.
- Staff wellbeing events throughout the year.
- An annual Staff Awards ceremony to celebrate employees who have gone above and beyond as nominated by you.
- A chance to participate in Employee Satisfaction feedback on an annual basis.
- Staff parties twice a year.
- Long service awards.
- Mental Health First Aiders points of contact.
- Employee volunteering opportunities.



EQUALITY, DIVERSITY & INCLUSION

We are committed to equal treatment and opportunities for all our people and believe in building a diverse and inclusive organisation that represents our communities and generates the best outcomes for consumers, customers and stakeholders.

We recognise an under-representation in our industry of Black, Asian and ethnically diverse people. As a Theatre we are on a journey to diversify our staff and welcome applications from all.

IF YOU THINK THIS GREAT OPPORTUNITY IS FOR YOU, APPLY TODAY!

To apply, please email your cover letter and CV to katie@grandtheatre.co.uk by close of play on Friday 24 April 2026.

If you've found our job opportunity interesting but you don't meet all of the requirements, it's still worth applying. We would love to hear from you!

This vacancy may close earlier than the stated deadline if a suitable number of applications are received.



t. 01902 429212
e. grandtheatre.co.uk
Lichfield St, Wolverhampton WV1 1DE

Charity No.515154.
Registered in England and Wales No.1731521471

#MAGICOFTHATRE