

THE WATERMILL THEATRE

If you require this information in an alternative format, please contact our Admin Secretary, Julie Pearson: admin@watermill.org.uk / 01635 45834

OUR MISSION

The Watermill is a leading regional theatre dedicated to creating outstanding theatre, building strong communities and nurturing the theatre makers of tomorrow.

ABOUT THE WATERMILL THEATRE

The Watermill Theatre is a regional powerhouse, consistently making an innovative contribution to the vibrant and diverse landscape of UK Theatre reaching far beyond the 200 seats of the theatre itself. One of the most beautiful theatres in the country, it can be found nestled on the banks of the River Lambourn, in the hamlet of Bagnor, just outside Newbury, Berkshire. The theatre sits at the heart of its community to whom it offers a wide programme of work, nurturing emerging artists, generating new pieces and offering a thriving Outreach programme.

'a paradigm of what a regional theatre should be.' Stephen Sondheim, 2020



Approach to The Watermill Theatre & Restaurant.



Production photos from *The Prince and the Pauper*;
A Midsummer Night's Dream; *Kiss Me, Kate*

BACKGROUND

From our home in a converted watermill in rural West Berkshire, The Watermill Theatre has produced award-winning work that has been recognised throughout the UK and abroad. The very best artists and creative teams, both established and in the early stages of their careers, are our lifeblood, earning The Watermill a reputation as one of the very best producing theatres in the country.

Our artistic ambition is shown in our choice of work, from new writing and musicals to Shakespeare and classic plays. We have become a leading figure in the work of actor-musicianship; our bold approach to this work has led to innovative reimagining's of large scale musicals and classics as well as applying this approach to the development of new work.

Recent tours and transfers have included *Tell Me On A Sunday* (UK Tour), *Amélie The Musical* (West End and tour), *The Wipers Times* (West End and Tour), *A Midsummer Night's Dream* and *Macbeth* (National Tour and Wilton's Music Hall), *Crazy For You* (National Tour), *Trial By Laughter* (National Tour), *Burke and Hare* and *One Million Tiny Plays About Britain* (Jermyn Street Theatre), *Twelfth Night* (Wilton's Music Hall), *Teddy* (National Tour and The Vaults).

Alongside transfers and national and international tours of our work, we create productions for small-scale touring, ensuring that those living in rural isolation are able to enjoy high quality theatre on their doorstep. We also tour to schools taking new interpretations of classic texts into the classroom to support students' learning.

The theatre also runs its own restaurant and bar from the beautifully converted and recently refurbished 18th century tithe barn, situated adjacent to the theatre. Our Restaurant serves freshhome cooked and where possible locally produced food for our audience. In addition, our beautiful venue is available to hire for parties, wedding receptions, meetings and seminars.



Production photos from *The Wicker Husband*;
Jerusalem; *The Prince and the Pauper*

'the first English theatre to open a new play commissioned and rehearsed since the restrictions were relaxed.' BBC News.

Following the forced closure of the theatre in mid-March due to Coronavirus we have faced enormous challenges. However, we have shown huge resilience over the last year and as soon as we were given the green light to start creating live performances in August 2020, we were quick to react. To this end, we were one of the first theatres in the country to present live performances with a season of outdoor theatre over a 6-week period. With social distancing in place, we reopened our auditorium for indoor performances, albeit at a reduced capacity. With the introduction of Tier 4 our theatre closed once more and remained so though online streaming enabled nearly 1000 households to watch our new adaptation of A Christmas Carol over the festive period in 2020. In summer 2021 we staged three productions, The Hound of the Baskervilles (also a rural tour), As You Like It and Just So outside in our gardens. In September this year we reopened with Lone Flyer, a co-production with Hull Truck Theatre and will go on to produce a new production of Emma Rice's Brief Encounter and, at Christmas, The Jungle Book.

An Inclusive Workplace

The Watermill Theatre is committed to equal opportunities for all.

We believe that a diversity of perspectives enriches our work and we have an equality of opportunity approach that aspires to give everyone the chance to achieve their potential.

We particularly welcome applications from individuals whose background and experience are currently under-represented among our staff, including Deaf and disabled people, and those who identify as ethnically and culturally diverse.

We actively encourage applications from people from a variety of backgrounds. We also encourage people who don't necessarily meet these criteria but believe they could challenge our thinking and ensure the theatre's future resilience.

We aim to have a diversity of perspectives represented across the organisation and to help us understand how we're doing, we ask you to complete an Equality and Diversity form alongside your application. Your responses will be anonymous and not shared with the recruiting managers.



Photos from: *Twelfth Night (BSL Integrated Performance)*; *Camelot and Hound of the Baskervilles*

ABOUT THE ROLE

We provide a friendly and professional welcome to over 60,000 visitors each year and we care passionately about the visitor experience of each and every member of our audience. A strong customer focus is important as you will need to provide excellent service to our visitors. As part of a team, you will be a key point of contact with the public and will need to be warm and welcoming in person, on the telephone and via email and assist with online booking enquiries. You will ensure that our customers receive correct information promptly and efficiently.

OVERVIEW

Role title:	Box Office Assistant (18 hour contract)
Salary:	£10.17 per hour
Holidays	Statutory including public holidays
Probationary period:	3 months
Other benefits:	Complimentary tickets for Watermill shows (subject to availability). Pension contribution matched up to 5%. The opportunity to work at one of the most beautiful theatres in the country.
Working hours:	Normal hours will be on a changing rota Monday to Saturday between the hours of 9.45am and 7.45pm. In addition, Sunday and Bank Holiday, sickness and holiday cover will be required.
Reports to:	Box Office Manager
Working closely with:	Front of House team, volunteer ushers, Marketing Department, staff visitors using the theatre.

MAIN DUTIES AND RESPONSIBILITIES:

- To provide the frontline service for customers booking tickets or reserving tables in our restaurant in person or on the telephone, ensuring that they are helped in an efficient, courteous and effective manner, delivering a high standard of customer care at all times.

- To respond to enquiries received via email and online and ensure that these receive the same standard of customer care as personal callers.
- To be familiar with all information pertaining to current and future performances and events so that you are able to assist customers with general enquiries and be proactive in encouraging customers to book for events and activities offered by The Watermill.
- To staff the Box Office ensuring that all processes for ticketing are completed accurately and efficiently.
- To ensure cash handling and financial procedures are followed at all times and that all monies have been accounted for and are stored at the end of the shift.
- To ensure that Box Office data and systems are properly and efficiently updated and maintained and to be aware of the importance of protecting customer data.
- To familiarise yourself with box office activities at the start of your shifts by checking handover notes and to ensure that any relevant information is shared with the box office team at the end of your shift to ensure the smooth running of the box office.
- To sell merchandise as required in the absence of front of house staff.
- To make follow up calls, collect visitor data, facilitate surveys and participate in other marketing and audience development strategies as directed.
- To be aware of visitors with access requirements and how we can support them.
- To manage requests for accessible parking spaces, updating boards located by those spaces with customer names.
- To undertake reception duties including accepting deliveries and alerting relevant departments and directing visitors.
- To be familiar with evacuation procedures and the security and alarm systems controlled in the foyer.

General

- To undertake any other duties relevant to this post as required.
- To carry out the duties of this post in accordance with The Watermill's general policies for Equal Opportunities, Access and Inclusion.
- To comply with The Watermill's employment policies at all times (e.g. Equal Opportunities, GDPR, Health and Safety, etc)
- To undertake appropriate training and professional development as determined by your manager.

This job description is indicative of the responsibilities and duties associated with this position. It is neither restrictive nor inclusive and The Watermill Theatre reserves the right to make reasonable changes.

HOW TO APPLY

Please send us the following:

- Your CV and cover letter explaining how you fit the criteria
- A completed Equal Opportunities Monitoring Form

If we can support your application by offering an alternative format, please do let us know. Likewise, we want to ensure interviews are as accessible as possible so please do let us know in your application if there is anything we can do to support this.

Application Deadline: Friday 10 December at 5pm

Interviews: week commencing Monday 13 December

Applications should be sent to admin@watermill.org.uk

or by post to:

Julie Pearson,
Administration Secretary
The Watermill Theatre
Bagnor
Newbury
Berkshire RG20 8AE

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