

Role Outline: Audience Experience Department Placement

Responsible to: Audience Experience Manager

Liaises with: Resources Development Coordinator, Enterprises; Resources Coordinator, Enterprises; Recruitment Coordinator, Enterprises; Audience Experience Assistant.

Guidance from: HR Projects Coordinator, Workforce Development Managers, Audience Experience Team

The National Theatre

The National Theatre is central to the creative life of the country. In its three theatres on the South Bank in London it presents up to 25 new shows a year and productions also play in the West End and on tour. It broadcasts to cinemas worldwide through National Theatre Live, streams plays free to UK schools and produces a wealth of digital content about theatre.

Through an extensive programme of amplifying activities – platform performances, backstage tours, publications, exhibitions and outdoor events – it recognises that theatre doesn't begin and end with the rise and fall of the curtain.

Audience Experience

Audience Experience exists to champion the people side of Enterprises by finding, developing and keeping a diverse team of people who give showstopping experiences. We help all the other Enterprises divisions meet their goals by providing an HR function, a centralised rostering and skills management system, payroll management, recruitment, learning and development and certain inter-departmental projects for Enterprises teams.

Audience Experience as a project has been working to support Enterprises since early 2011 to achieve its vision of providing a seamless journey to our audience, enhancing the NT's reputation and exceeding expectations with a great offer and staff who care. Audience Experience has since moved from being a project to being a way of working. We want the NT's Audience Experience and all staff who work FOH to be known for welcome, enthusiasm, knowledge, responsibility and professionalism.

The Placement

This placement will be approximately 2 weeks long, although we can be flexible with this. It will provide experience in arts administration and recruitment. Placement hours are usually 10am-6pm, Monday to Friday, though flexible working is possible, and for our Recruitment open days timings may be different.

Likely Tasks

1. Assist the Audience Experience team with the preparation for Summer Recruitment open days and staff induction days.
 - Assisting the administrator with preparing any paperwork and equipment necessary.
 - Assisting on the reception at the open days, learning about the software REACH.
 - Observing the interviews, workshop days and decision making process.
 - Assisting the team at the induction days, helping on reception and with set up.
 - Observing the various training sessions, participating in some and learning about how the staff induction program is put together.

Person Specification

1. Excellent communicator with aspiration for a career in Arts Administration or Management.
2. Good organiser with ability to manage and prioritise a demanding task list and be comfortable answering to several project leaders at the same time.
3. The ability to demonstrate a high level of initiative, attention to detail and thoroughness.
4. Resilient and with the ability to demonstrate and communicate enthusiasm.
5. Exceptional track record in reliability and punctuality.
6. Demonstrably enthusiastic, energetic and proactive in carrying out all tasks.
7. Confident in time management skills.

Ideal Preparatory Qualifications & Experience

1. Should have an interest in HR administration, recruitment and/or commercial operations.
2. Basic computer literacy.
3. Some office experience or customer service experience useful but not essential.

Applications should be made via the question sheet available on <https://www.nationaltheatre.org.uk/about-the-national-theatre/careers/work-placements>
All question sheets should be submitted to workplacements@nationaltheatre.org.uk