

October 2021



Venue Operations Apprentice

RESPONSIBLE TO: Venue Operations Manager

WORKING HOURS: This is a fixed term 18-month post starting in Autumn 2021. The post is Tuesday to Saturday, 9:00–17:00, with one day to be spent with our Education Provider for study towards an accredited qualification. Some additional out-of-work hours may be required to support the venue's needs.

About National Youth Theatre

National Youth Theatre is a pioneering youth arts charity that nurtures creative expression, personal wellbeing and skills development in young people aged 11-26 and has empowered hundreds of thousands of young creative people over the past 65 years. Since the 2020 lockdown the charity has supported over 20,000 young people, reached over 10million online audience members and engaged over 400 freelance artists in paid creative roles. In 2021 the charity will tour major venues and iconic sites around the UK with young talent centre stage, launch a new inclusive practice collective championing in-school drama to hundreds of disabled young people and employing 60 creative 18-24-year-olds on universal credit and open a transformed accessible Production House for Young People. The charity's alumni includes some of the world's most celebrated acting talent and award-winning backstage talent working globally at leading theatres, stadiums and events. Find out more at www.nyt.org.uk and meet our young people [here](#).

We are a Disability Confident employer and if you'd like any of the information about the role in a different format or have any access requirements for your application or interview please contact us at info@nyt.org.uk.

Our Culture

At the National Youth Theatre our vision is for a culture that is inclusive, creative and collaborative. We celebrate all the ways we are different and aim to create an environment where everyone can thrive and do their best work. We want our culture to create spaces where young people from around the UK can be together, be brave and create bold work. We ask everyone involved in making each project to approach it with generosity, curiosity, kindness and respect. We believe that we do better work together than we would apart and that our work is richer and stronger thanks to the different backgrounds and experiences that everyone in our company brings. Through our work we want to be connected and responsive to each other, our communities, our industry and the wider world. Whatever your background or wherever you're from, we invite you to support our mission to be a creative force for good at a critical time for young people, our industry and our world.

About our Work and Main purpose of position

This new role is being introduced as we open our redeveloped building and it becomes a public-facing venue for the first time. The building has undergone a radical transformation over the past 12 months to improve accessibility and openness for all young people, double the amount of young people we can work with in the spaces and create a theatre where we can welcome audiences. The Venue Operations and Visitor Services Apprentice will be an important part of the team that makes the building user-friendly, welcoming, inclusive, accessible, safe and a place where young people can learn, grow and find their voices. The main purpose of the role is to provide clear communication and orientation for all those visiting the building or making their first step in contacting NYT via our phone or digital channels.

We want to ensure that the experience at our redeveloped building for visitors and the journey for anyone encountering NYT is a positive one from first point of contact with the organisation whether that be online, in the building or by phone. We are looking to achieve a consistency in the inclusive and open welcome we provide, the standards of information we deliver, the way each booking is processed and managed from start to finish and in the meeting of each individualised set of enquiries, circumstances and interests.

Main purpose of the Apprenticeship

The main purpose of this new fixed-term apprenticeship is to support the Venue Operations Manager and the NYT wider team in the running of the new National Production House for Young People. Our newly renovated and extended rehearsal rooms, studio and theatre on the Holloway Road are dedicated professional practice and learning spaces for children and young people in learning about the creative industries, acting and backstage technical roles. The successful applicant will play a key role in ensuring the charity continues to be innovative, accessible, welcoming and dynamic in working with a range of visitors, users and commercial contacts and in encouraging young audiences and participants for our work. We want to reach more young people from a wider set of backgrounds each year through our drop-in tasters, accredited courses, weekend programmes, open workshops and ticketed productions as well as the work we do with external companies who hire our spaces.

The apprentice will work closely with the Executive Director, Director of Finance and Operations, our Venue Operations Manager, Buildings team, and full staff team. NYT also employs multiple freelance associates to deliver our programme in London and nationally alongside extensive partnerships and specialist agencies on specific projects. The Apprentice will work to enhance the experience of all visitors to NYT in person, online, by phone to trouble shoot, to offer a consistent voice for regular enquires and to ensure a high standard of visitor experience with repeat visitors.

Key Responsibilities and Opportunities

- Support the Venue team at NYT to ensure the best visitor experience for all our users
- To be the first line of enquiry for all visitors about NYT services, programmes, hires, events and to support the customer and visitor experience.
- Work with the Venue team to support venue management and manage multiple simultaneous programming whether hires, school visits, rehearsals, workshops or publicly bookable events.

- Provide technical and operational support, setting up and clearing down for events across the venue.
- Support the management of props, costume and technical equipment
- Support the management of soft and hard services for the venue
- Assisting audience members, young people and parents as they arrive at the venue
- Selling tickets and merchandise and processing ticket and room bookings and donations
- Sharing information about NYT programmes and to guide users and visitors to our venue and through our online experiences.
- Support the achievement of our environmental policy and targets in ensuring that our spaces are efficiently used to minimise our carbon usage.
- Supporting customer services in general enquiries and correspondence
- Supporting venue and general administration including data entry
- Ensure our spaces are well presented and user ready for all occasions
- Enable an inclusive, accessible welcome for all our visitors whether online or in person.
- Ensuring the highest standards of communication, correspondence, consistency and accuracy for all those encountering NYT and ensuring that their user journey is a positive one.

Additional Areas of Work

- Support the wider work of the NYT Staff during busy periods
- Attend Safeguarding and Inclusion training and be an ambassador for inclusion and equality
- Respond to membership and prospective membership correspondence via phone and email
- Ensure that the NYT calendar and bookings are updated and managed to give clarity to potential users.

General

- Attend and support the learning and showcasing of NYT Members' work including NYT productions and projects including press nights, auditions and courses, educators' events and members events
- Take part in regular staff meeting, membership focus groups and ensure the voice of young people is heard within the NYT staff team
- Undertake any other duties reasonably requested by the NYT Team

Person Specification

Essential and Desirable Skills and Experience

This is an entry level role into the NYT team to support our Venue Operations and Visitor Services. Candidates must be able to evidence an aptitude for customer services.

- A collaborative approach and willingness to listen
- A strong understanding of and commitment to diversity in all its forms
- A professional and personal commitment to Equality of Opportunity
- An interest in the arts and creative sectors and the breadth of opportunities provided by NYT
- The ability to work across both a Mac and PC systems and a basic understanding of regular software packages

NYT Apprenticeships are generously supported by:



JOHN LYON'S CHARITY

Information

Salary: London Living Wage

ELIGIBILITY:

To be eligible for this position that is funded with support from John Lyon's Charity:

- You must currently live in one of the following London Boroughs, and have been there for at least 2 years: Barnet, Brent, Camden, Ealing, Hammersmith & Fulham, Harrow, Kensington & Chelsea, Westminster, City of London
- You must be aged 19-24
- You must not be in education, employment or training
- You must not be educated to degree-level or have been privately-educated

Training: There will be the opportunity to go to wider sector conferences and training days during the period of employment, as agreed with the Venue Operations manager. Safeguarding and Intersectionality Training is available to all NYT staff.

TOIL: The Venue Operations Apprentice will qualify for TOIL in accordance with our staff policy, for hours worked outside ordinary working hours to meet the demands of the Venues department.

All NYT employees have access to an Employee Assistance programme operated by Health Assured.