

THEATRE PROGRAMME MANAGER

JOB DESCRIPTION

Reporting to: Head of Training and Theatre

Responsible for: Freelance Captioners and Occasional Placement(s)

Purpose: To support theatres across the UK to provide captioned performances for deaf, deafened and hard of hearing audiences. You will be the main point of contact for all theatres outside London in booking in shows, liaising with captioners, and undertaking site visits from time to time.

Based in our new home in the Mercury Theatre, Colchester, the ideal candidate will have lived experience of deafness, and great links to deaf organisations and/or cultural venues across the South East region, which is a particular area of focus for Stagertext.

You will work with Stagertext's Senior Management Team to identify cultural venues in the South East where access currently is very limited, and work with the team to bring deaf awareness and text-based access to new places and audiences across the region.

As well as delivering the theatre captioning service, you will support our advocacy work, including Captioning Awareness Week and Deaf Awareness Week. Alongside the Senior Management Team, you will also have the opportunity to work with touring companies to bring accessibility into the creative process.

Principal responsibilities:

Promotion & Advocacy

Working with the Head of Training and Theatre (SMT) to identify and liaise with key strategic partners to deliver the Advocacy Strategy primarily within the ACE South East Region where Stagertext is now based. All Stagertext Managers work with the Head of Advocacy and Engagement to promote Stagertext services effectively to arts and entertainment venues and companies:

- Work with the rest of the Stagertext team to develop Stagertext as the “go-to” organisation for cultural access for deaf, deafened and hard of hearing people

>> StageTEXT

- Advocate for the need for deaf access including captioning, live and digital subtitles, take enquiries from prospective clients and follow up on leads for new shows and new producers
- Actively market and advocate for all Stagertext's services including Digital subtitles and the Live Subtitle Programme to venues and producers across the commercial and subsidised sectors
- Deliver presentations about theatre captioning and all other Stagertext services such as Deaf Awareness training, as required.
- To work with the team on all national advocacy projects including Captioning Awareness Week and Deaf Awareness Week.

Service Delivery

Delivering captioning services by liaising with venues, producers, captioners and technicians:

- Book captioned shows with venues and producers
- Agree pricing (in line with current pricing structure) and manage paperwork such as contracts and invoicing
- Book captioners
- Book technical support and ensure correct location of equipment
- Liaise with box office and front of house to ensure that audiences are seated in the correct position
- Liaise with the Marketing & Communications Manager and Administration Co-Ordinator about promotion of the performances
- Collect data from venues and producers on numbers of bookers and quality of the captioning service
- Monitor progress and feedback to venues and producing companies

>> StageTEXT

- Ensure high quality service standards are maintained throughout Stagertext.
- Cover / supporting programme managers when on leave, sick or busy as directed by the SMT

Service Development

- Work with the SMT to identify new leads and to create, develop and deliver new initiatives to increase and improve the use and delivery of captioning and all Stagertext Services
- Work with the SMT to identify technological developments in captioning software and hardware
- Support the training of new captioners and the CPD of existing captioners

General

- As directed by the SMT to represent Stagertext at meetings, conferences and other events including giving presentations and taking part in panel discussions
- Carry out any additional duties as instructed by the SMT and work as part of the collective team delivering Stagertext services to deadline and furthering the aims of the charity
- To provide support within all service delivery throughout the Charity
- To work with the Mercury Theatre Artistic Programme led by the Artistic Producer in the creation and development of new ways of captioning leading to ubiquitous audience experience.

THEATRE PROGRAMME MANAGER PERSON SPECIFICATION

Essential Experience:

- Educated to Further Education level (degree or diploma) or equivalent professional experience
- A minimum of two years' previous experience of administration within an arts or cultural setting whether office-based or in Production/Stage Management
- Experience of Project Management
- Experience of advocating for access
- Experience of setting up, using and maintaining complex administrative systems and processes

Essential Skills & Attributes:

- Knowledge of the South East Area
- Excellent organisational and administrative skills with a meticulous attention to detail
- Excellent influencing, communication and networking skills
- Excellent verbal and written communication skills
- Excellent IT skills with fluency in MS Office
- Ability to multi-task
- Flexible approach to work
- Self-motivated with a "can do" attitude
- Ability to work alone or in a team
- Ability to work under pressure
- Willingness to work unsociable hours and travel within the United Kingdom and the Republic of Ireland occasionally, for which TOIL will be given.
- Commitment to equal opportunities

Desirable:

- Experience of technical aspects of theatre/AV
- Understanding of the needs of arts venues
- Understanding of access issues
- Lived experience of deafness and of working with deaf, deafened and hard of hearing people

Terms of employment and remuneration

The salary is £28,000 p.a.

This is a 1-year fixed term position with a 3-month probationary period. Stagertext offers its employees 5 working weeks of leave per year (plus all public holidays) which equates to 33 days for full-time employees. Stagertext contributes 6% to a stakeholder pension for its employees.

The role will be hybrid, based in the Mercury Theatre, at home and with some travel to venues in the South East. Normal office hours are 9.30am to 5.30pm, but the post-holder may be required to work outside of these hours depending on the task at hand. TOIL will be given.

Stagertext is an equal opportunities employer.