



Theatre Arts Action Trust (TAAT)

Person Specification – Headgate Manager

Essential	Evidence (to be further explored at interview and via references)	Desirable
Belief in and experience of providing excellent customer service	Application form	Knowledge of Equality, Diversity and Inclusion
Proven experience in delivering commercial targets	Application form	Good knowledge of promotional techniques (including website and social media), sales techniques, marketing and bid writing
Numerate, with strong finance and administration skills including excellent IT skills	Application form	Experience of ticketing software Use of Microsoft 365
Strong administration and organisational skills and attention to detail.	Substantial experience in a customer facing operational role, ideally in a theatre; cultural venue or visitor attraction	Knowledge of Designated Premises Supervisor (DPS) legislation
Recent and relevant experience of managing a front-line team ideally including volunteers	Awareness of health and safety legislation and HR practices	Event management experience; First aid trained; Health and Safety qualification
Experience of managing premises	Application form	Located within easy reach of Colchester
Ability to work flexibly both during the week and at weekends and evenings to meet the needs of the venue	Application form and interview questions	Experience and knowledge of the charitable sector
Approachable with proven ability to communicate effectively and confidently with diverse groups of people	Application form, interview and references	
A passion for the arts, self-motivated, creative and innovative	Personal Story	