

PLAYHOUSE CONNECT PROGRAMME ADMINISTRATOR



APPLICATION INFORMATION PACK

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk

QUICK FACTS



3 THEATRES

5 MAIN REHEARSAL & STUDIO SPACES

c193,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER



- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space

THIS **SHORT FILM** WILL
HELP YOU UNDERSTAND
WHAT WE'RE ALL ABOUT.

WHO WE ARE



Leeds Playhouse has been one of the UK's leading producing theatres for 55 years. We are an award-winning cultural hub, a place where people come together to share stories, spark creativity and experience world-class theatre in the heart of Yorkshire.

At the heart of our purpose is a belief in the transformative power of theatre. We are driven by a social mission – to create work that speaks directly to the people of Leeds, reflects their lives, and opens up new possibilities for everyone who calls this city home. Our productions, projects and partnerships are rooted in the belief that culture should be accessible to all, and that theatre can be a catalyst for change.

The Playhouse has a proud history of inclusive practice, community connection and civic responsibility. We work closely with people across our region to ensure our work is representative, relevant and resonant. Our commitment to inclusivity is embedded in everything we do, from our artistic programme to our participation work and building design.

This warm, open approach has been recognised nationally. In 2022, **Leeds Playhouse** was named **Most Welcoming Theatre** at the **UK Theatre Awards**, a testament to our commitment to creating an accessible, inclusive and creative space at the heart of the Leeds City Region. Our productions continue to receive national acclaim. In 2025, our production of *Animal Farm* won the **UK Theatre Award** for **Best Revival** and a range of our productions were nominated for **Olivier**, **Black British Theatre**, **Asian Media** and **What's On Stage Awards**. For three consecutive years, Playhouse performers have won **Best Performer in a Musical**, and in 2024 our production of *Oliver!* was named **Best Musical**.

PLAYHOUSE CONNECT



Connect is the Playhouse's programme for engaging people across Leeds and Yorkshire – audiences, communities, and artists – in meaningful, creative, and lasting ways.

- To open our theatre more widely to the city and region
- To generate new audiences and deepen engagement with the work on our stages
- To generate new work for our stages
- To strengthen pathways between participation, performance, and professional practice
- To ensure the Playhouse remains responsive to the needs of our communities and artists in a changing world
- To future-proof our talent pipeline and workforce, helping to retain talent in the city

Connect is delivered through three strands, each with a distinct focus but a shared ambition to make the Playhouse a creative home for everyone:

People's Playhouse – developing audiences and removing barriers of access

Playhouse Ensembles – creating opportunities for communities to perform and celebrate their voices on our stages

Furnace – nurturing and developing artists across Leeds and Yorkshire

Connect also delivers a programme of work for people with learning disabilities.

Leeds Playhouse was set up by and belongs to the people of Leeds and the city region. We believe that theatre has the power to change lives. This is why **Playhouse Connect** is a fundamental part of who we are.

STRUCTURE



People's Playhouse: A welcoming gateway for new audiences – breaking down barriers, opening our doors, and deepening engagement with the work on stage.

- Develop and diversify audiences
- Foster stronger connections between people, our theatre, and the stories we tell
- Position the Playhouse as an open and civic cultural space

Playhouse Ensembles: A platform for Leeds communities to create, perform, and celebrate their voices on our stages.

- Provide accessible creative opportunities across the city
- Develop locally rooted work to feature within our produced programme
- Offer pathways from participation to performance at the heart of the Playhouse

Furnace: A home for artists in Leeds and Yorkshire – nurturing creativity, supporting development, and strengthening the pipeline of talent for today and the future.

- Provide accessible entry points for new and aspiring artists
- Support writers, directors, and makers at every stage of their career
- Build a sustainable, skilled, and diverse artistic workforce in the region
- Foster a thriving creative community centred creating work for the Playhouse

THE ROLE



The **Playhouse Connect Programme Administrator** will be responsible for the timely and efficient administration of Playhouse Ensembles and the People's Playhouse activity, including space booking, contracting, raising purchase orders and managing materials and equipment.

They will contribute to the effective operation of the Connect team by supporting the Director of Playhouse Connect and administering team meetings. They will support effective impact measurement of the team's activity by collecting and recording data in a timely and efficient manner.

We are seeking someone who is organised, detail orientated, flexible and with excellent customer service skills and a practical, can-do attitude.

MAIN DUTIES AND RESPONSIBILITIES

- Acting as the first point of contact for the department – answering the telephone, taking messages and responding to emails.
- Supporting the Director of Playhouse Connect with diary management, correspondence and special projects, including process improvement in the team.
- Booking spaces and acting as liaison between the Connect team and the rest of the organisation regarding booking and use of space in the building.
- Contributing to the planning and day-to-day smooth running of the Playhouse Connect programme.
- Holding a strong relationship with the Finance team to ensure that all financial processes run smoothly across the team.
- Raising contracts and purchase orders in a timely manner to support the delivery of projects.
- Liaising regularly with the Audiences team to ensure that projects are communicated effectively and go on sale in a timely and accurate manner.
- Working to ensure that all schedules and the Connect calendar are up to date and ensuring that this is communicated across the team and the wider organisation.
- Co-ordinating and attending team meetings, including: preparing and distributing agendas, taking minutes, and recording actions.
- Being responsible for regular data input including: attendance records, uploading participant registration forms, updating mailing databases and collating data, using our Spektrix system.
- Supporting the Playhouse Connect team with other administration tasks in relation to print distribution, contracts, scripts and management of paperwork.
- Keeping an inventory of Connect resources and equipment, managing any maintenance and purchasing materials (including refreshments) as required, with the Playhouse Connect Support Worker.

- Assisting at special events such as sharing's and performances of Connect work, workshops and events, Open Days, and visits to the theatre.

GENERAL RESPONSIBILITIES:

- Supporting the Playhouse Connect team in the delivery of our key strategic objectives, as detailed in key performance indicators.
- Adhere to and implement the policies and procedures of **Leeds Playhouse** as detailed in the staff policies, including but not limited to:
 - Safeguarding
 - Health and Safety
 - GDPR and data protection
 - Access & Inclusion
 - Environmental sustainability
- Contributing to **Leeds Playhouse's** Plan for Change and intentions to become an anti-racist organisation.
- Working with all other departments to ensure that the people of Leeds have access to the resources **Leeds Playhouse** has to offer.
- Playing a role in the life of the company and working across departments to develop a positive and engaged organisational culture.

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

KEY RELATIONSHIPS

The role of Playhouse Connect Programme Administrator is part of the Playhouse Connect department.

You will be managed by the Director of Playhouse Connect and will work closely with the People's Playhouse Producer, Playhouse Ensemble's Director, and the Playhouse Connect Support Worker.

Your workload will be split as follows: 1 day per week supporting Director of Playhouse, including team meetings administration; 2.5 days per week supporting Playhouse Ensembles; 1.5 day per week supporting People's Playhouse Producer.

KEY INTERNAL RELATIONSHIPS

The work of Connect touches every part of the organisation, and as such building and maintaining positive relationships across **Leeds Playhouse** will be an important part of this role.

- The Audiences team, including but not limited to Front of House, Marketing and Communications, Box Office – to ensure that paid for programmes are put on sale in a timely way.
- Building Operations and Facilities team – to ensure timely information sharing so that booked activity is appropriately supported.
- Fundraising and Development – ensuring timely and accurate record keeping of key data so that a case for support can be developed.
- Producing and Programming to ensure timely information sharing so that sharing's and performances run safely and smoothly.
- Production – to ensure timely information sharing so that sharing's and performances run safely and smoothly.

KEY EXTERNAL RELATIONSHIPS

You will be the first point of contact for Connect, providing friendly and accurate communication, answering queries or ensuring that enquiries are passed on to the appropriate team member. This may include:

- Members of the public including participants.
- Parents and families of participants.
- Community partners.
- Freelance Artists.
- Other community and arts organisations.

PERSON SPECIFICATION

ESSENTIAL:

If you do not demonstrate that you meet all these criteria, you may not be shortlisted:

- You have strong written and verbal communication skills and are comfortable in person, answering the phone, calling people, writing emails and letters.
- You have experience of working with a range of people from a variety of backgrounds, are approachable and friendly and committed to providing good customer service.
- You have good time management skills and can effectively prioritise your work and work independently.
- You will have excellent attention to detail.
- You are flexible, organised and a practical problem solver.
- You are proficient in using Microsoft Office, including Excel, Word and Outlook.
- You are comfortable with learning to use new IT software (you will receive training).
- You have experience of working successfully as part of a team and can identify how you contribute to that success.
- You are committed to safeguarding vulnerable people in all our activity. Ideally, you will have experience of working in an environment which has a strong emphasis of safeguarding children and young people and/or vulnerable adults.

PERSON SPECIFICATION

DESIRABLE:

If we need to choose between candidates who meet the essential criteria, we may take these factors into account:

- You have experience of using accounting software, **Leeds Playhouse** will use SAGE Intacct (from September 2026).
- You have experience of using CRM software, **Leeds Playhouse** use Spektrix.
- You have improved or designed processes to enable a team to work more effectively, for example around room bookings.

An Enhanced DBS Criminal Records screening is also essential for this post.

In line with the Playhouse's Safeguarding Policy, any appointment will be made subject to a satisfactory enhanced Disclosure and Barring Service (DBS) check. Disclosure information will be treated in the strictest confidence and shall only be seen by those who need to see it as part of the recruitment process. Only relevant information will be taken into account. The Playhouse will not discriminate unfairly against any convictions or other information revealed.

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a permanent contract. Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK
- successful completion of a 16-week probation period
- completion of a satisfactory Enhanced Disclosure and Barring Service (DBS) Check

SALARY

£23,132 per year.

HOURS

Full-time of 35 hours per week. Evening and weekend working will be required. You should establish your working pattern over five days in discussion with your manager.

There may be occasions when you are required to work outside the normal hours outlined. In recognition of additional hours worked, you are entitled to Time Off in Lieu (TOIL) in line with the Playhouse TOIL policy.

NOTICE PERIOD

6 weeks. 4 weeks during probation.

LOCATION OF WORK

Your main place of work will be **Leeds Playhouse**. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK.

As part of our commitment to flexible working, we may permit or require you to work from home (or from outside our buildings) on occasion.

BENEFITS



PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution, if eligible.

HOLIDAYS

5 weeks per holiday year, plus Statutory Bank and Public Holidays, rising with length of service.

BENEFITS

- Up to 2 paid wellbeing days a year
- Free employee assistance service
- Corporate gym and swimming discount
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets
- Inhouse counselling services with a BACP counselling professional on site (by referral)
- Voluntary Cash Health Plan (optional)

HOW TO APPLY

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

THANK YOU



FIND US AT

PLAYHOUSE SQUARE,
QUARRY HILL, LEEDS LS2 7UP
LEEDSPRAYHOUSE.ORG.UK
0113 213 7700

PHOTOGRAPHY CREDITS

All photographs are copyright
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Page 2: *Oliver!*, photography by Robling Pix
Page 3 & 4: Heydays session, photography by Beata Pejka
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