

## **Chair of Trustees Vacancy**

### **Chelsea Theatre**

The iconic Chelsea Theatre at World's End in London is searching for a new Chair to lead the Board of Trustees.

We are looking for someone with an enthusiasm for our theatre and local community programming, with a commitment to be an advocate for the organisation; someone with a willingness to actively engage in the work of Chelsea Theatre and to work as a member of the team.

The Chair will provide strategic leadership to Chelsea Theatre's Board, ensuring that it governs the charity effectively, in service of its vision and mission.

They will guide the Board to work together well, working inclusively as a team to provide support and guidance to the CEO and the team.

The Chair will oversee the governance, compliance and financial management of the charity, to achieve good practice in fulfilling its charitable aims and financial sustainability.

Chelsea Theatre welcomes exceptional candidates with an understanding of local community and the arts to oversee its further achievements.

**The closing date for applications is: Sunday 17<sup>th</sup> September 2023 at midnight**

### **Chair's responsibilities:**

- Ensure current or future strategies are reviewed and delivered
- Lead the Board in ensuring that it fulfils its responsibility
- Ensure compliance with the law, the Charity Commission, Companies House, financial reporting and another applicable regulatory bodies
- Support Board development including recruitment, induction and retention of suitably skilled trustees
- Optimise the relationship between the Board, staff, and stakeholders
- Chair board meetings, AGM, line manage the CEO and contribute to any meetings to support trustees and staff
- Serve as a spokesperson and ambassador for Chelsea Theatre
- Play a leading role in the charity's fundraising efforts through presence, contacts and activities.

### **Required skills, experience and aptitudes:**

- Experience in community organisations
- Understanding of the arts sector, including arts and community funding
- Experience of leading managers and teams
- Experience of developing and delivery strategy
- An open leadership style with an ability to listen and engage effectively
- Able to champion the work of Chelsea Theatre to the community, neighbours, council, funding bodies and others
- A strong personal commitment to equality, diversity, inclusion and belonging
- Understanding of business and ability to use financial reports effectively for decision making
- Former experience of being a charity trustee.

### **Terms of Office**

Board members need to attend full board meetings 8 times a year with additional attendance at events at Chelsea Theatre.

The Chair is likely to spend 1-2 days per month supporting strategic planning, recruitment, governance, reporting with flexibility to respond swiftly to occasional urgent issues.

The appointment is for an initial period of 3 years, subject to the majority vote of the Board.

### **About the Organisation:**

**Chelsea Theatre** is set within the Worlds End Estate, in Chelsea.

Now, thanks to a £2.5 million capital project funded by Eva Louise Rausing Memorial Trust with support from Kensington and Chelsea Council, the recently renovated building has emerged as a multi-disciplinary community arts hub with a mission to foster creativity as a catalyst for personal and social change.

Accessible to all, Chelsea Theatre and its activities is there to serve and support local

residents by connecting, making and sharing community activities, the arts, nurturing artistic endeavor and transforming the lives of many people living in and around the area. The Theatre also remains available to the wider community of schools, youth groups, colleges and universities.

We receive around 3,000 visits per month and host an average of 25 community events, classes, support groups and performances a week. We have broken down the barriers inside the building between our creative and community spaces and offer four performance spaces, including the theatre/cinema, exhibition spaces, three rehearsal studios/classrooms, meeting rooms, a community café and café herb garden.

With some core funding from Kensington and Chelsea Council, the rest of our income comes from project grant funding, commercial income (venue hire and hospitality, individual giving and sponsorship) and fundraising.

### **Vision for 2023 and beyond...**

The Chelsea Theatre is at a pivotal moment in its 50-year history as it moves towards our goal is to provide opportunities and pathways for our stakeholders that currently do not exist. We want to utilize all areas of the theatre for everyone in the creative, arts and community worlds. We want to attract local community of all ages, and aim to inspire, educate and inform.

### **Application details**

We encourage applications from people of all backgrounds. We do not discriminate on colour, ethnicity, gender, religion, sexual orientation, class or age.

For an informal discussion about the role please contact the current Co-Chairs Katy Arnander on [katy@chelseatheatre.org.uk](mailto:katy@chelseatheatre.org.uk) or Alison Jackson on [Alison@alisonjackson.com](mailto:Alison@alisonjackson.com)

To apply please email a recent copy of your CV and covering letter to: Katy Arnander on [katy@chelseatheatre.org.uk](mailto:katy@chelseatheatre.org.uk)

Informal visits and a tour of the theatre can also be arranged if required, please contact: Paul Adlam on [paul@chelseatheatre.org.uk](mailto:paul@chelseatheatre.org.uk)

**The closing date for applications is: Sunday 17<sup>th</sup> September 2023 at midnight.**

**Thank you.**

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## **Front of House Staff**

Chelsea Theatre is looking for Front of House Staff to support its operation, from Reception to bar to ushering duties. This is a diverse role where everyday will bring different challenges.

### **Responsibilities will include**

#### **Reception and Room Hire**

- Locking and unlocking the building and managing the alarm
- Welcoming visitors to the building and answering enquiries.
- Answering telephone enquiries and taking messages.
- Monitoring processing the admin@chelseatheatre email account.
- Taking booking enquiries to the point they are ready to be referred to senior management or processing.
- Other administrative duties as required.
- Checking all equipment (tables, chairs etc.) are clean and in safe working order.
- Preparing rooms for hire by checking cleanliness and setting up with required equipment.
- Replacing all equipment after the hire, checking room has been left in good order by hires.
- Working with the Tech Team to provide more complex tech equipment
- Maintaining public and private spaces in good order and ensuring cleanliness between visits, including regular WC checks.
- Ensuring all health and safety, fire and safeguarding protocols are enforced.
- Acting as fire officer in various parts of the building as required.
- Checking tickets for events and selling on the door tickets.
- Other duties as directed.

#### **Ushering**

- Politely directing and escorting patrons to their seats.
- Providing patrons with programs and other relevant materials.
- Checking assigned section of venue for cleanliness.
- Visually sweep the venue to check for potential safety issues and lost and found items.
- Be aware of and enforce appropriate house rules.
- Remain at assigned post throughout the event unless taking an assigned break
- Must be aware of, and follow, the proper procedures for assisting patrons with disabilities.
- Attend pre-event Usher meeting and other training required by management.
- Demonstrate an in-depth knowledge of all venues within The Chelsea Theatre and a good understanding of evacuation procedures from all points within each venue.
- Other duties as directed.

## **Bar**

**Once staff have received Alcohol Training, they will also cover bar shifts.**

- Preparing the bar service.
- Serving customers including taking orders, taking orders for interval drinks.
- Using the till and other systems to ensure the correct recording of sales and stock.
- Providing information to customers on the menu and other aspects of the theatre.
- Providing a consistent level of service to a wide range of customers.
- Working with all other theatre staff to ensure customers receive quality service throughout their visit
- Working special event evenings
- Adhering to the Company's Health and Safety policy
- Maintaining clean working areas
- Restocking, clearing, and cleaning all areas of the bar
- Cashing up and safely storing takings.
- Maintaining stock levels and stock takes.
- Safe checks
- Being a key holder.

This position is based at the Chelsea Theatre, 7 Worlds End Place, London SW10 0DR

## **The Person specification**

### **It is essential that any applicant has the following skills and experience:**

- Previous customer service experience
- Previous experience of cash handling
- Proven ability to provide a high level of customer service and efficiency during periods of intensity
- Proven ability to work and manage within a small team
- Proven ability to work with a wide variety of customers
- Experience of and confidence in working with food (serving or preparation)
- Good spoken English
- A friendly, hardworking, and flexible approach to customer service and all aspects of bar work
- Availability to work evenings and weekends
- High standards of hygiene and the ability to maintain a clean and organised working area

### **It is desirable but not essential that any applicant has the following:**

- An interest in working in an arts environment
- Previous bar or restaurant experience
- Food Hygiene Certificate
- Personal licence

## **Summary of conditions of employment**

The successful applicant will:

- Report to the senior management team.
- Is paid an hourly rate (The London Living Wage).
- Holiday is accrued at a percentage rate 12.07% per hour.
- The post is a **zero hour contract**
- Uniform: Smart/casual black clothes and dark shoes (non-slip, no open toed shoes none ) to be provided by the employee.

- Other benefits - theatre ticket subsidy scheme, staff discount in the Cafe and the Bar.

**To apply:**

Please send a short covering letter, two references, your CV and a completed [Equal Opportunities Form](#) to: [admin@chelseatheatre.org.uk](mailto:admin@chelseatheatre.org.uk)

**Subject:** FOH application