

**OFFICE MANAGER**  
**Playful GM Ltd**  
Job Description

**Playful Productions**

Playful Productions is one of the largest independent theatre production companies in the West End. Current producing and general management work includes *Macbeth*, *Dr Strangelove*, *Wicked*, *Wicked UK & Ireland Tour*, *Moulin Rouge! The Musical* and *MJ The Musical*. We also have many plays and musicals in development and pre-production. We are one of the West End's largest employers and we are passionate about presenting high-quality shows to audiences across the UK and beyond. We are committed to a workplace culture that embraces equality, diversity and inclusion across all departments - [www.playfuluk.com](http://www.playfuluk.com).

**Overview**

The Office Manager manages the day-to-day running of a busy theatre production office and provides a high level of administrative support to the Directors, Managing Director and Head of Finance.

**Responsibilities**

**IT**

- Oversee and manage the procurement and negotiation of accounts for all office suppliers such as photocopier, stationery, car services etc
- Oversee and manage all IT contracts to ensure the reliability and security of systems and appropriate level of service whilst maintaining cost-effectiveness
- Lead on the regular review and renewal of contracts with IT providers
- Provide troubleshooting for IT issues
- Provide senior liaison with external IT support
- Manage the company intranet and production personnel access to shared documentation
- Maintain the company website
- Working with the Head of Marketing & Communications and production teams, source and create content for Playful social media channels

**HR**

- Working with the Managing Director, manage the recruitment and interview process for all Playful appointments
- Support the recruitment processes for the productions Playful general manage and produce
- Working with the Head of People & Culture, ensure that all employment policies are up to date and effectively disseminated across Playful and its productions
- Working with the Director of Production, stay up to date on employment law and industry union procedures
- Oversee the GDPR responsibilities of the resident Data Protection Officer
- Manage access to the staff intranet and keep its contents regularly reviewed
- Co-ordinate and log Playful staff training

**Premises**

- Manage the smooth running of all office systems
- Be the first point of contact for the landlord and contractors
- Oversee equipment and supplier upgrades and contract renewals
- Maintain the database of regular office suppliers and associated costs
- Arrange maintenance or replacement of office equipment as appropriate

## **Health and Safety**

- Be the main point of contact for all health and safety issues and carry out staff inductions
- Be aware of, implement and adhere to office Health and Safety policies
- Liaise with the landlords over health and safety matters
- Be a named person on the company's health and safety policy
- Act as Fire Marshall and First Aider and ensure adequate office cover for these roles during any absences
- Ensure that the office Fire Safety certificate and Health and Safety policies are renewed annually
- Arrange staff training and ensure sufficient staffing levels for first aid and fire safety
- Supervise the restocking of the Playful First Aid kit

## **Finance**

- Manage day to day office expenditure in consultation with the Managing Director and Head of Finance
- Review regular supplier accounts in consultation with the Head of Finance
- Check and code invoices relating to company expenditure, ensuring recharges from Playful accounts to individual show accounts

## **Immigration**

- Working with the Director of Production, manage the company's UK Visa and Immigration sponsor licence and advise staff on visa and immigration queries as they arise
- Maintain UKV&I requirements relating to Playful's 'Highly Trusted Sponsor' and immigration records

## **Insurance**

- Ensure that the company's insurance policies are current and appropriate in consultation with the Head of Finance and the Managing Director

## **Reception**

- Be an ambassador for Playful Productions by providing a welcoming atmosphere and hospitality for colleagues and visitors
- Assist with answering the main office phone, take and forward accurate messages in a timely manner and monitor voicemail systems
- Ensure that there is always cover for the telephones and reception during office hours and across lunchtimes
- Act as main point of contact for the general public

## **General**

- Provide administrative and diary support to the Managing Director and Director of Production
- Work collaboratively with the Executive Assistant to the Directors and the Production Intern
- Provide general support to the production teams as required
- Co-ordinate Playful company events
- Provide meetings support and minuting as required
- Supervise the provision of press cuttings as required
- Maintain effective filing systems and other systems for the Playful Productions office
- Supervise the archiving and storage of past show files as necessary
- Line manage the Production Intern

## **Production**

- Assist the production team as required and in particular
- Assist with obtaining visas and work permits where necessary
- Assist show teams in press night organisation

- Attend running shows as required

## **Person Specification**

### Essential Attributes

- Excellent time management skills with the ability to work on a very varied and heavy workload and to juggle competing priorities
- At least two years' experience of working in an office environment
- Experience of managing social media accounts
- Ability to troubleshoot basic IT issues
- Excellent written, numeracy and verbal communication skills
- Tact, diplomacy and discretion
- Demonstrable experience and commitment to EDI
- Eye for detail and accuracy
- A flexible approach to working hours
- A sense of humour
- A willingness to work as part of a team and cover other roles as necessary
- Advanced skills in Microsoft Word, Outlook and Excel spreadsheets and use of the internet
- A proven interest and commitment to theatre

### Desirable Attributes

- Experience in a professional theatre environment
- Experience in facilities management
- Proven ability to deliver work within budgetary constraints

This job description may be amended from time to time in line with the demands of Playful Productions' varied production portfolio.

## **Covering and Deputising**

Provide holiday and sickness cover for the Executive Assistant to the Directors, Production Intern and production staff as required.

## **Annual Holiday**

20 days' holiday during each holiday year, rising to 22 days after 2 years and 25 days after 5 years of service, in addition to all Bank and Public Holidays.

## **Working Hours**

Normally 10am to 6pm Monday to Friday with an hour for lunch, but out of hours work will be expected as necessary.

## **Contract**

Permanent - subject to a three-month probationary period.

## **Salary**

According to experience.

## **Application**

To apply please email a cover letter (no longer than 2 sides) and CV to [playfulrecruitment@playfuluk.com](mailto:playfulrecruitment@playfuluk.com) no later than **10am on Monday 14<sup>th</sup> October 2024**. Please write 'Office Manager' in the title of the email. Interviews will be held **w/c 14<sup>th</sup> October 2024**.

Thank you for reading and we look forward to welcoming your application.