

EXECUTIVE ASSISTANT

Playful GM Ltd

Job Description

Playful Productions

Playful Productions is one of the leading independent theatre production companies in the West End. Current producing and general management work includes *The Fifth Step*, *Born With Teeth*, *Wicked*, *Moulin Rouge! The Musical* and *MJ The Musical*. We also have many plays and musicals in development and pre-production. 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

Overview

The Executive Assistant oversees the overall running of the Directors Office at Playful which includes the three Playful Directors; Matthew Byam Shaw, Nia Janis and Nick Salmon along with the Managing Director, Beth Watling.

The Executive Assistant provides high level, senior administrative and personal assistance for two of the Directors of Playful; Matthew Byam Shaw and Nia Janis.

The Executive Assistant line manages the Assistant to the Directors who provides administrative support across the Directors Office and provides personal assistance to Nick Salmon and Beth Watling.

The Executive Assistant pro-actively ensures that all aspects of the Directors' work is supported. They represent the Directors Office externally and play a pivotal role in our relationships with colleagues, co-producers, creative teams and clients. They contribute and manage key aspects of the company's internal information flow and day to day running.

We are looking for applicants with considerable experience in personal assisting and senior, executive support. We are seeking those who have an excellent eye for detail and significant experience in juggling multiple, busy diaries. We welcome applicants with can-do attitudes and who can work efficiently under pressure.

Reports to: Matthew Byam Shaw & Nia Janis

Line Manager: Managing Director

Line Manages: Assistant to the Directors

Diary Management

- Manage Matthew Byam Shaw's and Nia Janis' diary on a day to day basis, providing experienced, accurate and proactive diary management to ensure maximum efficiency of their time
- Respond to, facilitate and manage a high number of internal and external meeting requests and an extremely busy organisational diary for two Directors
- Actively manage complex, busy work schedules that often change at short notice, prioritising urgent matters and strategically rearranging calendars as needed
- Ensure relationships are maintained with those whose priorities are adjusted, handling diary changes with professionalism and care whilst delegating tasks to the Assistant to the Directors when necessary
- Where appropriate, understand the reason for meetings and arrange follow up meetings as requested
- Provide senior administrative and secretarial support, including drafting correspondence, tracking evolving priorities and summarising key points of information

- Attend and minute meetings as and when required
- Plan, prep and pre-empt meetings in advance producing briefing documents when required
- Liaise with show teams to ensure relevant information is swiftly communicated
- Liaise with show teams to identify any Directorial sign off and attendance and ensure this is scheduled far in advance
- Horizon scan, schedule and forward plan for weeks, months and years ahead
- Supported by the Assistant to the Directors, oversee Directors' travel, accommodation, theatre tickets, restaurant bookings and other bookings as required
- Lead on planning and scheduling trips to New York/America for all 3 directors and the Managing Director, supported by the Assistant to the Directors.

Inbox and Correspondence Management

- Manage Matthew Byam Shaw and Nia Janis' inboxes, filing emails and tracking correspondence
- Responding to emails and dealing with external requests as appropriate
- Draft letters, documents, briefing notes and spreadsheets as and when required
- Proof-read documents, correspondence and show programmes as required
- File documents as requested
- Manage timely correspondence with all investors
- Oversee the Directors' contacts database ensuring it is up to date
- Oversee the response to general enquiries that come into the Directors office
- Respond to invitations
- Support communication flow internally and externally

Directors' Office

- Oversee the smooth running of the Directors Office and pro-actively ensure that all aspects of the Directors' work is supported
- Provide consistency and high standards across the Executive Assistant and Assistant to the Directors function.
- Line-manage the Assistant to the Directors
- Provide IT technical support for the Directors as required
- Ensure the production log, staff log and theatre availability log are updated and maintained
- Provide out of hours support
- Oversee the Directors' and company travel log as required by Playful's travel insurance
- Oversee the process of Directors' expenses claim forms; allocate petty cash and account expenditure to individual shows
- Hold a Playful credit card for use on Director-related expenditure, log all credit card purchases and relevant expenditure, and assist with the reconciliation of credit card bills
- Ensure Directors' Office spaces are tidy and well-presented and oversee Director's room bookings process
- Manage the Directors' social media accounts as required
- Provide ad hoc personal support as required

General

- Oversee requests for house seats on non-Playful shows from investors and clients
- Be the point of contact when Matthew Byam Shaw and Nia Janis are out of the office
- Oversee the ordering of food and refreshments for meetings and office parties as required
- Oversee the ordering of flowers and gifts for show colleagues and others as required
- Oversee the co-ordination of Playful company events
- Oversee the administration of charity requests
- Provide general support to the General Managers and production teams as and when required
- Attend press nights and provide press night support

- Attend running shows as required
- Be an ambassador for Playful by providing a welcoming atmosphere and hospitality for colleagues and visitors
- Answer the main office phone, take and forward accurate messages in a timely manner and monitor voicemail systems
- Working with the Office Manager and Assistant to the Directors, ensure that there is always cover for the telephones and reception during office hours and across lunchtimes
- Maintain effective relationships with Playful's press representation
- Keep abreast of new talent in the industry, productions opening and general trends in the West End and on Broadway

Person Specification

Essential Attributes

- Considerable experience, at least 5 years', in personal assisting, diary management and senior executive support
- Significant experience in managing multiple diaries
- Proven expertise in managing upwards, anticipating executive requirements, and ensuring smooth operations in high-pressure environments
- Excellent eye for detail and accuracy
- Exceptional writing, editing, verbal communication and proofreading skills
- Strong capability in strategic forward planning, proactively managing demanding schedules, and using initiative to anticipate and address needs
- Exceptional ability to handle sensitive, confidential information with discretion, and to interact diplomatically with a wide range of senior stakeholders, including high-profile individuals and teams
- Ability to adapt to changing priorities and handle unforeseen challenges with a positive attitude
- Excellent organisation and time-management skills
- Excellent computer skills, including the Microsoft Office Suite (Outlook, Word, PowerPoint, and Excel) and Adobe Acrobat
- Someone who exhibits sound judgment with the ability to prioritise and make decisions
- Energetic and eager to tackle new projects and ideas
- Comfortable interacting with high-level stakeholders
- Resourceful, can-do attitude
- A willingness to work as part of a team and cover other roles as necessary
- A detailed orientated self-starter
- Experience of working in theatre and/or commercial theatre
- A sense of humour

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

All applicants must be eligible to work within the UK.

Covering and Deputising

Provide holiday and out of office cover for the Assistant to the Directors.

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. Additional hours including some evenings and weekends may be needed in order to fulfil the requirements of this role. This is an office-based role – 5 days a week.

Contract

This will be a permanent contract, subject to an initial six-month probationary period during which Playful may give two weeks' notice.

Salary

Salary competitive and according to experience.

Application

To apply please email a cover letter (no longer than 2 sides) and CV to playfulrecruitment@playfuluk.com no later than **9am** on **Monday 30th June 2025**. Please write 'Executive Assistant' in the title of the email. Thank you for reading and we look forward to welcoming your application.