

Education and Community Operations Manager

Location: Everyman Theatre (Regents Street, Cheltenham) initially then Everyman Education Centre (Grove Street, Cheltenham) from early 2026, office based.

Salary: circa £27,000 - £30,000 per annum (Full time salary), dependent on experience

Hours: 30 hours per week (full time hours would be 39 hours)

Schedule: To be agreed with successful candidate with hours spread across four or five days per week. Working hours will be primarily Monday-Friday between 9am-6pm with some occasional early evening or weekend commitments due to the nature of the work.

Reports to: Head of Education and Community, Everyman Theatre

Closing date: Monday 28th July at 10am. Applications to be sent by email to hr@everymantheatre.org.uk a short covering email and CV

Interviews: Provisionally Friday 8th August and Tuesday 12th August – *please let us know when applying if you will be unavailable for either of those dates so we can plan accordingly.*

About us:

The Everyman is Gloucestershire's pre-eminent theatre and welcomes over 200,000 people through its doors every year. We are an Arts Council England supported venue delivering over 540 performances annually both in our 708-seat main auditorium and 60-seat studio. Our Grade 2 listed Theatre opened in 1891 and is the oldest working Frank Matcham Theatre in the country (Matcham is considered one of the greatest Victorian Theatre architects). The theatre employs over 175 people regularly and offers paid work and development opportunities to a diverse range of artists, technicians, practitioners and freelancers living and working in Gloucestershire.

As a charity, our operating profits are re-invested in expanding our education and community outreach programme, maintaining our historically important theatre and producing in-house and touring productions.

Our award-winning Education and Community department are a small dynamic team who in 2024/25 engaged with over 4000 people in Gloucestershire through our busy Youth Theatre, community choirs, creative health activities and outreach projects. In November 2024 the Everyman Theatre purchased a community centre with plans to refurbish and open in Spring 2026 as the 'Everyman Education Centre'; a space for creative arts education and community work.

Role Overview:

We're looking for a highly organised problem solving professional to join our team and lead us in implementing and maintaining operational excellence in our Education and Community department.

The Everyman Theatre is in an exciting period of growth for its Education and Community department with the development of our new Education Centre. This vacancy is a new role, as we know excellent operational back-up will be integral to increasing our award-winning creative education and community work.

The successful applicant will play an essential role in ensuring the efficient running of our education and community department. The Operation's Manager will act as the front door to our department, provide back-office support to our busy delivery team and support the day-day running of the Everyman Education Centre (due to open Spring 2026).

The ideal candidate will have a strategic approach to procedures and policies, be a team player and be driven by a genuine desire to support their colleagues to thrive and offer the best possible service to our community.

We're looking for someone with previous experience in an operational management or coordination role; someone who can bring a wealth of knowledge and experience to guide us on implementing operational excellence for the department and for the new Everyman Education Centre.

We anticipate that the first 6 months in post will be focused on getting to know the department and improving process efficiency. From early 2026 this focus will shift to the Everyman Education Centre.

Key Responsibilities:

Operations:

1. Ensure smooth and efficient operations of the Everyman Theatre's Education and Community department. This will include working with Head of Education and Community to develop and implement operational processes for:
 - a. Delivery agreements for external partners, freelance Artists / Practitioners and casually employed community staff.
 - b. Timesheets and invoices.
 - c. Department delivery calendar.
 - d. Booking rooms, events and activities.
 - e. Onboarding and induction of freelance and employed practitioners.

- f. Departmental training and DBS records.
- 2. Act as the initial point of contact for the department including:
 - a. Managing the department's multi-user mailboxes and ensuring timely professional responses.
 - b. Maintaining email distribution lists (e.g. Practitioners, Schools/Colleges).
 - c. Monitor and update the Education and Community sections of the website.
- 3. Be the departmental lead for IT and systems management. You will become competent in use of Microsoft Excel, Spektrix, Blue Lemon and Yes Plan.
- 4. Support the Head of Education and Community to monitor and evaluate the department's delivery in line with the changing requirements and reporting tools provided by our funders. Responsible for record keeping and data analysis of stats.
- 5. Work with relevant members of Theatre Management Team to ensure that the Education and Community department is compliant and fulfilling their responsibilities in line with data protection, health and safety, security, safeguarding and HR policies and procedures.

Building Management – Everyman Education Centre.

- 1. Oversee the day-day running of the Everyman Education Centre (opening in 2026) including reporting maintenance needs, activity timetable, room-bookings and external hire.
- 2. Supervise the front of house/reception team for the building; fostering a culture of helpfulness and excellent customer service.
- 3. Act as the main point of contact for community partners / stakeholders / users of the building; maintaining positive working relationships, ensuring timely communication and addressing their needs and/or concerns.
- 4. Work as part of a team to create a vibrant, welcoming and inclusive environment for creative arts education and community work.

General:

- 1. Promote and comply with organisational values.
- 2. Ensure diversity and inclusion principles are embedded across your areas of responsibility.
- 3. Be responsible for identifying and undertaking training and personal development opportunities.
- 4. Undertake any other duties as may reasonably be required by the Head of Education and Community.

Person specification

Essential:

- A high level of organisation, administrative and time management skills.
- A great problem solver: must be able to independently find a range of solutions to diverse challenges and resolve challenges at pace.
- A team player with a desire to be helpful to those you work with and for.
- Understanding of the nature of community work and ability to work flexibly and adapt to changing demands at a dynamic pace.
- IT competent. You will be our department 'go to' for IT and software.
- Experience in compiling data and/or reports for external funders.
- Good interpersonal skills and ability to communicate effectively with wide range of people, both formally and informally.
- Calm and resilient when under pressure.
- Commitment to diversity, inclusion and safeguarding.

Desirable:

- A previous role in arts, culture or the charity sector.
- Experience using the software platforms we use internally – Spektrix and Yes Plan (full training will be provided)
- Experience of managing or administrating the use of freelance / self-employed contractors.
- Line management experience.
- Experience or interest in social media and/or print marketing.