

YVONNE ARNAUD THEATRE

CANDIDATE INFORMATION PACK

DIRECTOR OF OPERATIONS



WELCOME FROM THE DIRECTOR AND CHIEF EXECUTIVE

The Yvonne Arnaud is a fabulous theatre with an historic past and an exciting future.

I am delighted that you are interested in the role of Programme Manager at the theatre.

A local theatre with a national reach, the Arnaud is a cultural community hub with theatre at its core. Our mission is to produce and present vibrant, outstanding, entertaining drama for the many communities of Surrey and the South-East. With a thriving studio space and creative learning and community engagement programme, we are an artistic resource and a cultural hub; a safe space for our many communities across Surrey and the South East.

The theatre is a charity and, other than some grant funding from Guildford Borough Council, generates all its revenue from a mix of box office income, catering, events, hires and philanthropy. We use our business acumen to deliver our charitable objectives. This is reflected in our programme which balances mainstream touring work such as *The Choir of Man* or *The Hollow* with diverse and challenging pieces such as *Consumed* and *Tristan & Yseult*. Our programme is deliberately broad, diverse, mainstream and offbeat, entertaining and inherently theatrical. The core drama programme is supported by spoken word, comedy, dance, musical one-nights and work for families and young people whilst the Mill Studio focuses on younger companies, contemporary voices and social political work.

As well as our audiences, who are drawn from across the county, the building is a resource beyond that of a traditional theatre providing a home to many different groups who use it as a place to meet, share and come together and engage in social, educational and arts activities.

We have just completed the ambitious restoration of this iconic 1960's theatre improving access to all our front of house spaces and our auditorium, paving the way for expansion of our Creative Learning and Community Engagement programme and celebrating the theatre's position on the banks of the River Way.

Alongside our presented programme, we also make our own work. Our annual large scale spectacular pantomime is a regular fixture in the Guildford calendar and takes up a large part of our year in planning and preparation and plays to around 26,000 people each year.

Since 2022 we have made successful national tours of *Sheila's Island*, *Ladies of Letters* followed by a new political comedy *Party Games!* all of which were commissioned or adapted for the Arnaud.

Last year, we co-produced of *A Comedy of Errors* and *A Company of Rascals* by Phil Porter in promenade around and outside the theatre to celebrate the end of our building works. We were also associate producers of New Wolsey Theatre & Wiltshire Creative's touring production of *Brief Encounter* and have co-produced *Houdini's Greatest Escape* with New Old Friends which then headed on a national tour.

Our Creative Learning programme widens access to the arts for underrepresented and marginalised groups across Surrey. Through targeted outreach inclusive workshops and funded opportunities. The programme removes barriers for children, young people and isolated adults to engage creatively and meaningfully with the arts. In 2024 the programme delivered Discover Theatre, young creatives panto partnerships and Showgoers each creating vital pathways for creative participation confidence building and community connection.

Guildford is the county town, set in the affluent Surrey Hills with an increasingly younger demographic which gives us opportunities to develop our audience beyond our core. The borough has its share of deprivation and the theatre is committed to engaging with and providing opportunity for and engaging those people who have limited access or opportunities to engage with the arts.

We do this through our programme, our creative learning and outreach work, through funded tickets, community partnerships and promoting the building as a safe and welcoming space for everyone.

You would be joining an experienced, hard working, small team, all of whom are committed to building on our success, ensuring the theatre and our audiences thrive and benefit from the thrill and delight of live theatre.

Our values are to be creative, dynamic, inclusive, resilient and welcoming . If these chime with you, then we would encourage you to make an application for the role by filling out the application form and writing us a letter, telling us about yourself and your experience, why you might fit the role and why you are interested in working with us.

Joanna Read.

JOANNA READ
DIRECTOR & CHIEF EXECUTIVE



Yvonne Arnaud Theatre at Night

YVONNE ARNAUD THEATRE


Sheila's Island

THE THEATRE

The Yvonne Arnaud Theatre is a Grade II listed 1960s theatre designed by BrownRigg and built in 1965. The funds for the building were raised by subscription and philanthropy from the people of Guildford and Surrey.

Actor Sir Michael Redgrave led the campaign to raise funds and build the theatre with support from many other leading actors of the day, including Dirk Bogarde, Vanessa Redgrave and Susan Hampshire.

The theatre has a tremendous legacy, loved by artists and audiences alike for its intimate auditorium and generous well-equipped stage, in its heyday in the 1980s and 1990s all major actors and directors worked here, on tour and prior to the West End.

The theatre is an exceptional playhouse at its best when used as such, presenting and producing drama that connects with its audience. The theatre has two auditoria, the Main House seating 586 and the Mill Studio seating 80.

The Mill presents work by emergent and local artists and the River Room is home to the Creative Learning Programme.

On an average year around 136,000 people attend a performance or event at the theatre.
The theatre is a charity limited by guarantee.

MISSION

A regional theatre with a national reach - our mission is to produce and present vibrant, outstanding, entertaining drama for the many communities of Surrey and the South East. With a thriving studio space, creative learning programme, we are an artistic resource and a cultural hub; a safe space for our many communities. We enable people of all ages across the South to participate in the thrill and delight of live theatre benefitting their health and well-being and realising stronger, more meaningful, social relationships and building prosperous and cohesive communities.

The Yvonne Arnaud Theatre believes that art changes lives; that engagement in arts activity as a participant or an audience member is central to the wellbeing of an individual, to promoting good mental health and emotional engagement and that theatre is a cohesive and socialising force for good. The Yvonne Arnaud Theatre enriches the lives of the communities it serves by offering and encouraging opportunities for learning, for creativity and personal and social development through its broad programme of theatre and arts activity.

VISION

A cultural community hub with theatre at its core.

Based on: our Artistic Programme, Community Engagement, Creative Learning Programme and Cultural Leadership.

Supported by: Public Engagement, Customer Experience, Fundraising.



Comedy of Errors

COMMUNITY IMPACT

In 2025/26, we did all this ....

Creative Learning

500 young people and adults took part in holiday and creative workshops

78 free bursary places were awarded to children and young people

554 people took part in classes and **free play sessions from pre-schoolers**

Young Creatives
36 Year 10 students took part in 12 sessions to achieve their **Bronze Art Award**

Discover Theatre
14 Year 7 children took part in 11 sessions at **Gosden House SEN School** completing a panto-based project to achieve their **Explore Arts Award**

128 sessions of work experience delivered to **62 young people** aged 15-25yrs.

112 attenders at **Showgoers** performances

Audiences

Over **136,000 people attended 571 performances (up 23k on 2024/5)**
41,286 people to **family shows and panto**
5,327 attenders from **schools**
1,929 under 16s
1,532 people using our **accessible seating**
975 people **in receipt of benefits**
101 Surrey Carers cardholders
2,937 under 25s

OUR PARTNERSHIPS

6 years of working with **the HIVE**, **Surrey's Children's Services**, **YMCA Guildford**, **Action for Carers**, **Surrey Arts** and **Guildford Action for Families**

Two years of working with **Catalyst Support** and **Oakleaf Enterprise**

and many more incredible partners

Community Engagement

6,457 people came to a **creative learning activity or event**.
643 free tickets given to community groups
400 came to a dementia-friendly performance
320 people used our hearing aid system
959 people came to a relaxed performance
23 local groups used our spaces for their events

Awards

2025 Guildford Design Award for **Best Public Building Regeneration**

2025 Experience Guildford
Best Independent Business

Our amazing volunteers won the **2025 Mayor's Award for Service to the Community**

The Comedy of Errors & A Company of Rascals in **The Stage's Top 50 UK Shows 2025**

EQUALITY DIVERSITY INCLUSION

The Yvonne Arnaud Theatre is committed to encouraging equality, diversity and inclusion among our workforce, and eliminating unlawful discrimination.

The aim is for our workforce to be truly representative of all sections of society and our customers, and for each employee to feel respected and able to give their best in a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued.

The organisation is also committed against unlawful discrimination of customers or the public.

Recruitment and employment decisions will be made on the basis of fair and objective criteria. In accordance with recommended practice, the ethnic and gender composition of our staff and job applicants will be monitored.

The requirements of job applicants and existing members of staff who have or have had a disability will be reviewed to ensure that whatever possible reasonable adjustments are made to enable them to enter into or remain in employment with us.

Promotion opportunities, benefits and facilities of employment will not be unreasonably limited and every reasonable effort will be made to ensure that disabled staff participate fully in the workplace.

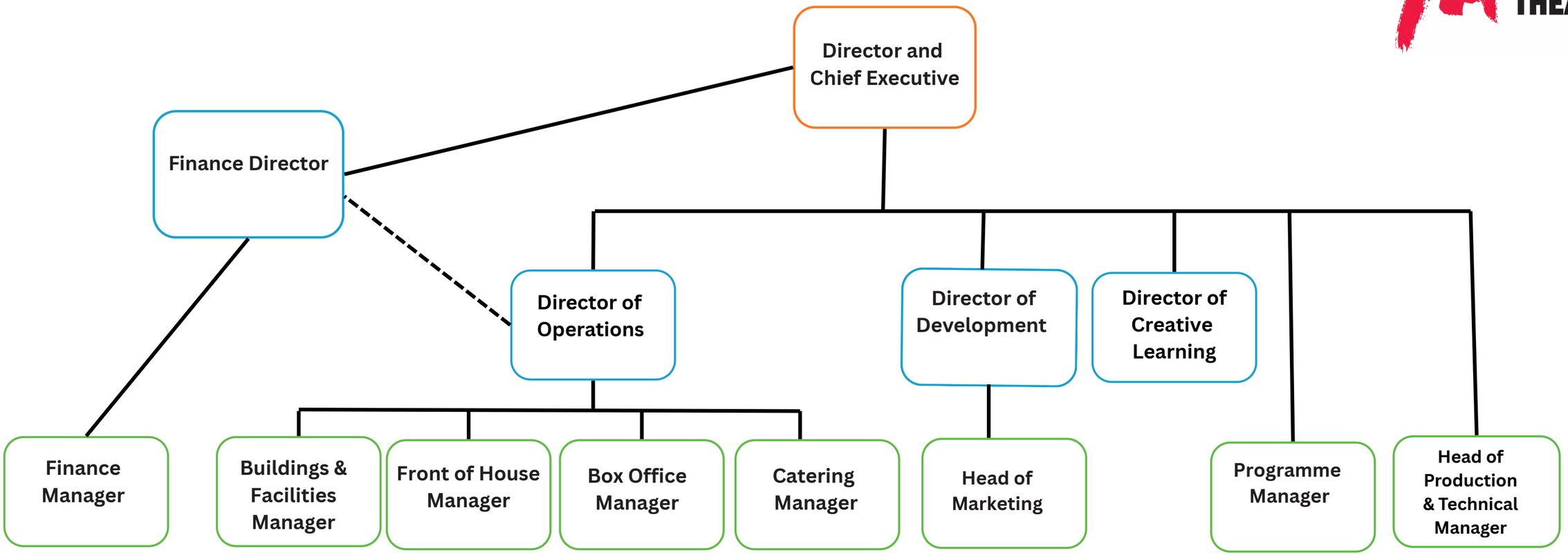
If you are disabled then we encourage you to tell us about your condition so that we can support you as appropriate.

The Equality, Diversity & Inclusion Policy is fully supported by Senior Management and the Board of Trustees and Directors of the Company.


Comedy of Errors


Comedy of Errors

SENIOR MANAGEMENT AND HEADS OF DEPARTMENTS





Cinderella

JOB DESCRIPTION

PURPOSE OF THE ROLE

- To ensure the delivery of effective and efficient operations across key areas of customer facing, front of house and administrative activities, ensuring that audiences, customers, stakeholders and staff receive a high quality experience.

- The Operations Director is a member of the Executive Team; they work at a senior level, taking on responsibilities across the organisation for people, processes, compliance and their growth, ensuring that all aspects of operations at the theatre work together seamlessly and effectively to deliver the theatre's vision and values.

- This is a role for a strategic doer, keen to implement sensible systems that deliver and bring out the best in people, who will be a visible presence around the theatre, available for problem-solving.

RESPONISIBLE to:

Director and Chief Executive.

RESPONSIBLE FOR:

Front of House and Box Office
Building and Facilities
Catering
Human Resources
Environmental Sustainability
IT

OTHER KEY WORKING RELATIONSHIPS:

Internal
Director of Finance
Director of Development
Head of Creative Learning
Head of Production and Technical Manager
Board of Trustees

External
Audience Members and Theatre Visitors
Local, Unitary Authorities and Councils
Town Centre Forum and BID, local venue groups
UK Theatres

JOB DESCRIPTION

DUTIES AND RESPONSIBILITIES

- Ensure that all areas of the theatre's customer facing operations meet the need of the theatre's audiences and customers, providing excellent positive customer experience.
- Lead on workforce planning and implementation for the areas under line of management, keeping existing operations under review and identifying areas for continuous improvement.
- Line management of Front of House, Box Office, Catering and Buildings and Facilities. Developing those staff under direct line of management so that they are motivated and trained to carry out their responsibilities to the required standard.
- Establish, monitor and evaluate agreed policies, procedures, objectives and targets for each of the areas under line of management.
- Ensure delivery of all services under line of management within agreed budgets.
- Undertake budget preparation, execute effective budget management and maintain accurate financial records.
- Support the Buildings and Facilities Manager to ensure that the policies, procedures and practices of Health & Safety and Environmental Sustainability operate effectively across the whole of the Theatre.
- To support the Buildings and Facilities Manager with the contracting and management of IT provision.
- Manage day-to-day employment and HR matters across the whole of the theatre (keeping up-to-date with changes in employment law, ensuring compliance with HR policies and procedures; maintaining accurate records; dealing with employment problems; keeping the Staff Handbook up-to-date and being first point of contact for any staff HR queries).
- Lead the Theatre's Health and Safety Committee and the Green Group.
- Act as the main advisor on all issues relating to operational matters, keeping abreast of the latest legal, regulatory and best practice developments e.g. Martyn's Law and similar.
- Support the Chief Executive and Finance Director in developing a dynamic and welcoming company culture and values.
- Prepare information for internal reports, including Board reports as required.
- Attend Executive Team meetings, Heads of Department meetings, chair Operations meetings and attend Catering Board Meetings and other Board Meetings as required.

JOB DESCRIPTION

YVONNE ARNAUD THEATRE

OTHER REQUIREMENTS:

- Demonstrate an understanding of the Theatre's values, ethos and mission and to promote these through everyday practice in the role.
- Comply with all legislative, regulatory and policy requirements as appropriate.
- Comply with the Theatre's Financial Regulations and financial management procedures.
- Demonstrate the value and importance of equality and diversity in every aspect of the Theatre's work and show commitment through everyday practice in the role.
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/ accreditation and maintaining membership of appropriate professional bodies as appropriate.
- Participate in Theatre events including when these are held in the evenings, at week-ends or otherwise outside of normal working hours.
- Support and engage with the work of the Creative Learning Department.
- ·Undertake such other duties as may reasonably be required from time to time.



Party Games!

PERSON SPECIFICATION

SKILLS AND ABILITIES - *Essential*

- Able to lead, motivate and maximise the strengths of both individuals and teams.
- Excellent planning, prioritisation, problem-solving and decision-making skills.
- Excellent inter-personal skills, with the ability to build strong professional relationships both internally and externally.
- Excellent written skills, with an eye for detail.
- Ability to communicate effectively at all levels and in a variety of situations.
- Excellent budget management skills and financial record keeping.
- Ability to work effectively as a member of the Senior Management Team.

KNOWLEDGE - *Essential*

- Thorough understanding of the areas under line of management.
- Knowledge of the law, policy and practice for employment matters; health and safety; and environmental sustainability, keeping up to date in changes/trends/requirements in these areas.

KNOWLEDGE - *Desirable*

- An existing network of individuals in similar roles.
- Knowledge of CRM systems (the theatre uses Spectrix).

QUALIFICATIONS - *Essential*

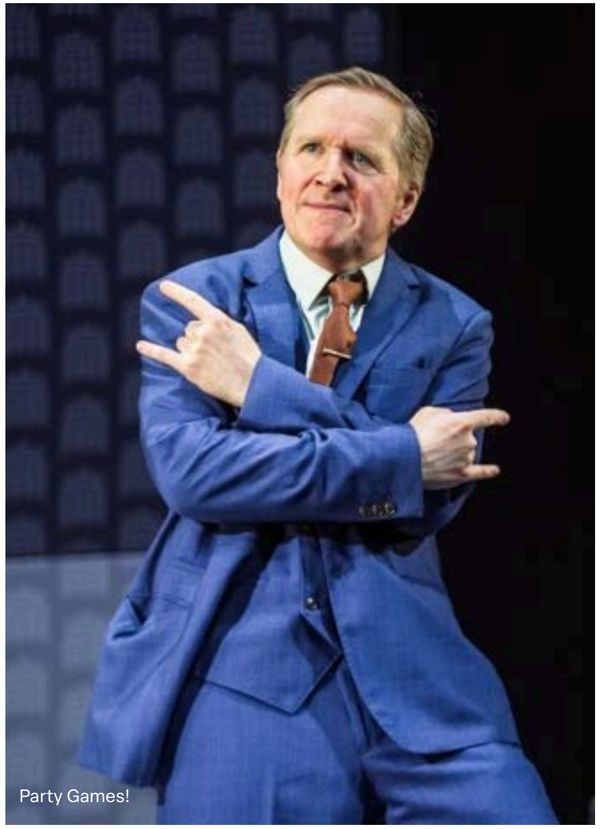
- Educated to degree level or equivalent professional experience.

QUALIFICATIONS - *Desirable*

- Membership of an appropriate professional body.

EXPERIENCE

- Leadership experience at a senior level in a comparable post.
- Working across multiple departments.
- Working in a theatre or performing arts organisation.
- Management experience in at least two of FoH/Box Office, Catering, Building and Facilities, HR.
- Experience of managing and developing small staff teams.



Party Games!

TERMS & CONDITIONS

LOCATION
Yvonne Arnaud Theatre
Millbrook
Guildford
GU1 3UX

RENUMERATION
£50,000 to £55,000
depending on experience

CONTRACT STATUS
Permanent, full-time

HOURS
The usual working day is 9.30am to 5.30pm, Monday to Friday.

This is a Senior Management position and the postholder is expected to undertake some evening and week-end work, as required, to monitor and oversee those services under their management and to represent the Theatre at functions and events.

ANNUAL LEAVE
25 days plus Bank Holidays

EQUALITY
The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies.

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

If you have a disability then please tell us if there are any reasonable adjustments we can make to help you in your application or with our selection process.

For an informal discussion on this role, please call Joanna Read on tel. 01483 443 903.

To apply for this role, please visit:
www.yvonne-arnaud/Our Venue/Jobs

to complete:
Job Application Form
Covering Letter outlining your experience and suitability
Equal Opportunities Monitoring Form
CV (optional)

email to: eswayne@yvonne-arnaud.co.uk

CLOSING DATE: **Monday, 7th December 2026 at 12:00pm**
INTERVIEWS: **No earlier than w/c Monday, 14th December 2026**