



VENUE OPERATIONS SUPERVISOR (CASUAL) JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Building Manager & Operations Manager

Key relationships: Building Management, Stage Door staff, Show Duty Managers, Production and Cleaners

Salary: £15.00 per hour

Contract: Casual Assignment, Zero Hours

Deadline for applications: Rolling

Applications will be reviewed, and interviews will take place on a rolling basis. Shortlisted candidates will be notified in due course. If you are interested in this role, we encourage you to submit your application as early as possible. We reserve the right to close this vacancy as soon as we have received sufficient applications for the role.

How to apply: Complete the application form [here](#), including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact workwithus@punchdrunk.com

OUR HISTORY

Founded in 2000 by Felix Barrett MBE, Punchdrunk is widely recognised as the “pioneer of the ‘immersive theatre’ phenomenon” (The Telegraph). The company is best known for their mask shows, a form of theatre in which roaming audiences experience epic storytelling inside singular, sensory worlds. These productions have been cited amongst the 40 creative moments that changed culture (Creative Review) and currently play across three continents: *Sleep No More*, New York has been running since 2011; *Sleep No More*, Shanghai (2016 - present) is the longest-running international show in China; and *The Burnt City*, London has welcomed over 200,000 audiences since it opened in March 2022. In March 2024, Punchdrunk announced their latest project, *Viola's Room*, opening in London in May 2024.

Alongside these landmark theatrical productions, Punchdrunk has taken its ground-breaking approach to live experiences and created cross-cultural collaborations in music, tech, fashion and TV - from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and from Samsung to Brad Pitt's Plan B Studios. The company was listed amongst the 50 most influential artists of the last 50 years (Sky Arts, 2022) alongside David Bowie, Sir Steve McQueen and Vivienne Westwood.

Previous projects include: *The Third Day* (BAFTA-nominated TV series starring Jude Law and Naomie Harris with HBO and Sky Studios), *Believe Your Eyes* (with Samsung, 58th Venice Biennale, 837, ArtBasel and Cannes 2016), *ANTIIdiary* (with Rihanna and Roc Nation), *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *The Duchess of Malfi* (with ENO), *Sleep No*

More (with the American Repertory Theatre), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre), and *Faust* (in collaboration with the National Theatre).diary (with Rihanna and Roc Nation), *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *The Duchess of Malfi* (with ENO), *Sleep No More* (with the American Repertory Theatre), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre), and *Faust* (in collaboration with the National Theatre).

THE ROLE

The Venue Operations Supervisor is central to ensuring the smooth operation of the venue. They will oversee non show related building operations in the absence of the Buildings Manager, particularly during evening performances and at weekends. As a key-holder, the Venue Operations Supervisor will manage the opening and closing of the buildings, conduct pre-show and in-show safety checks, supervise the stage door team and cleaners, and respond to any building-related issues as they arise. This role carries significant responsibility during emergencies, and candidates will be expected to complete training in First Aid, Fire Safety, and ACT (Action Counters Terrorism).

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE

Performance Duties

- Carry out pre-show and in-show safety & cleaning checks
- Act as the main point of contact for other departments during performances for any building-related issues or queries, responding to issues directly or referring them to Building Management as appropriate
- Oversee the stage door and cleaning teams in the absence of the Building Manager and ensure that these roles are carried out in a satisfactory manner
- To have a thorough understanding of the workings of the fire panel, safety systems and emergency response and evacuation procedures, and to be able to act in accordance with these procedures
- Provide cover for stage door and cleaning teams in the event of sickness or absence, and support other departments as and when required
- Lead on the daily building report element of the show report
- Attend FOH Briefings

Other Duties

- To be responsible for the safe and secure locking up of the buildings overnight, oversee other staff involved in locking up and ensure that equipment is turned off, alarms are activated, and doors and windows are secured as appropriate
- To oversee the opening of the building and to act as Building Manager outside show times as required
- Attempt to deal with any urgent building maintenance issues as they arise, otherwise report issues to Building Management in a timely manner

- To undertake any other reasonable duties as requested by the management

PERSON SPECIFICATION

Essential

- Security and safety conscious
- Knowledge of security and emergency evacuation procedures
- First Aid Training and Fire Marshal training
- Excellent interpersonal and communication skills and an ability to work well with a diverse group of people
- Enthusiastic, proactive and flexible approach to work
- A problem-solver with a can-do, positive attitude
- Capable of multitasking, able to remain calm under pressure in a busy and high-pressure environment
- Punctual and reliable
- Capable of working alone as well as part of a team
- Understanding of the importance of confidentiality and tact
- Ability to work evenings and weekends as required; almost all shifts will be around performance times

Desirable

- An interest in Punchdrunk's work
- Experience of working in a similar role and environment

EMPLOYMENT TERMS

- Zero hours contract
- Pension contribution, following completion of probation period
- 20 days holiday per annum pro rata + UK bank holidays
- Place of Work: Punchdrunk's Woolwich home
- £15.00 per hour

NOTES TO APPLICANTS

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY

To apply, please complete the application form [here](#), providing your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

If you have any questions or are experiencing any difficulties with the application process, please contact us at workwithus@punchdrunk.com.

Applicants should provide contact details for two references, and we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfil the duties of the post. Candidates who are shortlisted for an interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

We particularly welcome applicants living in the Royal Borough of Greenwich.