



General Management & Office Administrator

JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Deputy General Manager

Key relationships: Artistic Director, Executive Team, General Manager, Senior Management Team (SMT) & Producers.

Salary: £31,000.00 per annum.

Contract: Fixed-Term 1 year with possible extension (standard 40 hours per week, Monday - Friday 10am-6pm).

Deadline for applications: 10am on Monday 16th February 2026

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.

Due to the nature of this role some evening or weekend work will be required. No overtime is paid but the Company operates a TOIL policy.

OUR HISTORY

Founded in 2000 by Felix Barrett, Punchdrunk has pioneered a game-changing form of theatre which places the audience at the very heart of the action. Recently listed amongst the **50 most influential artists of the last 50 years** (Sky Arts, 2022) alongside Bowie, Sir Steve McQueen and Vivienne Westwood, Punchdrunk disrupts the theatrical norm, creating worlds in which audiences can rediscover the childlike excitement of exploring the unknown.

Its iconic "mask" shows, which redefined the genre of immersive experiences, have been cited amongst the **40 creative moments that changed culture** (Creative Review), and have found phenomenal success across the globe, with record-breaking productions established in the US, UK, China and South Korea. *Sleep No More* in New York played to sell-out audiences for 14 years from 2011 until its final performance in 2025, and in Shanghai the show has been running since 2016 - becoming the longest-running immersive production in the city's history. In 2025, the internationally acclaimed experience also opened its newest edition in Seoul, South Korea.

The *Drowned Man: A Hollywood Fable* broke the National Theatre's box office records when it went on sale in 2013. Punchdrunk's 2022 London production, *The Burnt City*, became the company's longest-running show in its home city, coinciding with the opening of its first permanent venue at 1 Cartridge Place in Woolwich.

In 2024, *Viola's Room* debuted in Woolwich, marking a bold shift from Punchdrunk's signature mask performances. This intimate, barefoot sensory experience distilled two decades of the company's immersive expertise, using binaural sound to create a deeply personal journey. It transferred to The Shed, New York in Spring 2025.

In Autumn 2025, Punchdrunk launched a new live experience titled *Lander 23*, a live action video game-style immersive experience that merges the company's theatre practice with genuine game mechanics.

Alongside these landmark live theatrical experiences, Punchdrunk has taken its ground-breaking approach to cross-cultural collaborations in music, tech, fashion and TV: from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and HBO to Brad Pitt's Plan B Studios – most recently with TV series *The Third Day*, starring Jude Law, Naomie Harris, Katherine Waterston, Emily Watson and Paddy Considine which included the Bafta-nominated live event: *The Third Day: Autumn*: a 12-hour live episode, filmed in one continuous take.

Punchdrunk's past theatrical works include: *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, Boston, Mass.), *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), *Faust* (in collaboration with the National Theatre), and *The Burnt City*.

The Role

As the General Management & Office Administrator, you will play a pivotal role in ensuring the smooth and effective running of the office while supporting general management operations. Your responsibilities will encompass a wide range of administrative tasks related to office management, HR duties, and employee support. The ideal candidate will be highly organised, detail-oriented, and possess excellent communication skills. You must be able to build trusting relationships with colleagues and be able to work with highly sensitive and confidential information. You will have ownership for the smooth implementation and administrative running of some of the HR systems. You will be passionate about being a key player in creating a supportive, inclusive and positive environment in a theatrical setting.

GENERAL DUTIES & OTHER

- Assist the General Manager & Producers with all administrative aspects of the day-to-day management of all Punchdrunk Global Ltd's Projects
- Work consistently to understand the key processes, systems and priorities of the role in supporting the General Manager and Producers
- Ensure relevant filing and shared records, including project calendars, are up to date
- Support the General Manager in the planning and delivery of special events
- Draft key documentation, reports, presentations and briefing notes to an executive standard for internal and external reporting purposes
- Assist the General Manager (in collaboration with the Community & Creative Engagement Manager) in implementing the Company's Talent Development programme
- Support a culture of collaboration and information sharing
- Support the General Manager and Producers in the implementation of key projects
- Regularly take part in show watches and maintain strong knowledge of the creative and operation of all of Punchdrunk Global Ltd's projects and shows when required
- Engage critically and proactively with the wider teams on strategic opportunities to further streamline and refine the day to day management systems

RECRUITMENT

- Assist the General Manager on the delivery of recruitment processes by posting vacancies and tracking, processing applications, scheduling interviews and liaising with candidates and hiring managers at all stages of the recruitment process.
- Coordinate the provision of candidate feedback and ensure candidates receive feedback and outcomes from selection processes in a timely manner.
- Ensure all external communication in regards to recruitment is consistent and represents the values and ethos of the company.
- Work closely with the General Manager and Deputy General Manager to critically evaluate and improve the Company's recruitment processes, to include proactively identifying methods of evaluating the Company's external outreach and ensuring the recruitment efforts are successful in attracting a diverse range of candidates.
- Regularly review and research job advertising platforms to ensure broad reach while working within budget.
- Lead on preparing and filing contracts, NDAs and other relevant documentation; ensure contracting processes are followed correctly and all data handling is GDPR compliant.
- Compile offer documentation according to templates, support the offer and onboarding processes; ensure appropriate conditions of employment are met (e.g. Right to Work checks and satisfactory references).

HR

- Have an understanding of HR processes and Punchdrunk Global Ltd's Company Policies.
- Work closely with the General Manager & Deputy General Manager as required in sensitive employee matters including delivering or sitting in and note taking for any formal meetings, including but not limited to disciplinary, grievance and capability meetings.
- Oversight on onboarding and offboarding processes for staff members.
- Work with the General Manager & Deputy General Manager to create and implement employee induction processes. Familiarise managers with their responsibilities in this and deliver instructions to new starters when they commence employment.
- With support from the General Manager and Deputy General Manager act as a key point of contact for employment related enquiries for line managers
- With support from the General Manager and Deputy General Manager, implement training and development strategies into the company operation
- Working in close collaboration with the General Manager and Deputy General Manager, regularly review and update Company Policies and assist in the implementation, administration and training as required across the company of these policies.

WELLBEING, PASTORAL CARE AND INTERNAL EVENTS

- Work closely with the General Manager and Deputy General Manager on implementing a wellbeing strategy across the Company to include proactively generating activities that promote a positive, inclusive, fun and supportive working environment for all staff.

- Oversee the relationship with the Company's Employee Assistance Programme provider.
- Lead on awareness-raising amongst staff of wellbeing benefits offered by the Company.
- Lead on the delivery of internal events, to include staff parties and social events.

SYSTEMS, PROCESSES AND SOFTWARE

- Oversee office maintenance, including managing facilities, equipment, and supplies.
- Lead with the management and organisation of the Company's Google Suite systems, including the shared Company Google Drive and filing system.
- Assist the Building Manager to coordinate with vendors and service providers for office repairs and maintenance as necessary.
- Prepare meeting agendas, take minutes, and distribute meeting materials.
- Assist the finance team with budget preparation and expense tracking.
- Assist the finance team on processing invoices, reimbursements, and expense reports.
- Support the General manager and monitor office expenses and identify opportunities for cost-saving
- Manage the daily maintenance of the Company's HR Software in accordance with Data Protection requirements (both electronic data and hard copy files). E.g. Adding new starters, amending and monitoring holiday and sickness, processing leavers, creating and running reports.
- Work closely with the General Manager, Deputy General Manager, Production Manager and wider Health and Safety committee to ensure that H&S records and training are maintained, updated and documented in accordance with the Company's health and safety policies.
- Manage onboarding systems and processes ensuring that data handling is GDPR compliant.
- Regularly review company wide system processes, assessing current practices with a critical eye and proactively implementing changes to improve system efficiency.

PERSON SPECIFICATION

ESSENTIAL EXPERIENCE, SKILLS AND ATTRIBUTES

- Some minor demonstrable administrative experience within a supporting role.
- Highly organised, efficient, flexible and able to work independently with excellent attention to detail.
- Ability to forward plan, be proactive and use initiative in managing busy schedules.
- A willingness to learn and participate in on-the-job training.
- Ability to manage upwards and predict needs before they arise.
- Proven ability to deal diplomatically, sensitively and discretely with confidential information and with a wide range of people.
- Positive, friendly and approachable when dealing with a wide range of staff and artists at all levels.
- Strong influencing and negotiation skills, and ability to challenge the status quo
- Excellent written and verbal communication skills, with the ability to pitch communications at the right level.
- The ability to focus whilst working in a busy office and handle multiple tasks.
- Excellent IT skills.
- A basic knowledge and understanding of the theatre industry, or performing arts and some knowledge of the theatre-making process.

DESIRABLE EXPERIENCE AND SKILLS

- Proficient in basic Mac, PCs and Google Suite applications.
- A keen interest in Punchdrunk's work.

NOTES TO APPLICANTS

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

All applicants must be eligible to work within the UK.

RECRUITMENT TIMELINE

Deadline for applications: 10am on Monday 16th February 2026

We reserve the right to close this vacancy before the advertised closing date if we receive sufficient applications for the role. Therefore, if you are interested in this role, we encourage you to submit your application as early as possible.