

MARLOWE THEATRE

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Job title	Operations Coordinator
Reports to	Director of Operations
Grade	L

JOB PURPOSE

To support the Director of Operations in ensuring an excellent experience for all customers in line with the ambitions and priorities in the Marlowe Theatre's Business Plan.

PRINCIPAL ACCOUNTABILITIES

1. To work with the Director of Operations and Operations department managers to support the process and coordinate the delivery of the Marlowe Theatre's customer journey strategies.
2. To coordinate, prepare for, and minute Operations department meetings as directed by the Director of Operations, including the Operations Managers Group monthly meeting, the Customer Journey Working Group meetings, and the weekly Operations meeting.
3. To nurture and develop excellent customer relations by administering the customer feedback processes (including customer comments emails and Net Promotor Score survey results), ensuring all teams review and respond to feedback in a timely and customer focused manner.
4. With support from our Marketing team and Data Analysts, to gather and present data and intelligence we have to help the Operations managers inform improvements to customer experience.
5. To coordinate and support cross-departmental projects as directed by the Director of Operations.
6. To support the Director of Operations in the coordination of the Operations departments, including the administration of HR processes.
7. To thoroughly understand and play an active role in the Marlowe Theatre's Fire and Security plans.
8. To drive your own career and skills development, making the most of the opportunities available to you.
9. To work in a safe and legal way to comply with regulatory and legislative requirements.
10. To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES

Required Qualities	The Marlowe Theatre's core values are to be supportive and collaborative, authentic and inclusive, creative and ambitious in
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	everything we do. We actively seek to represent the diversity of our society. In order to live our values, our Operations Coordinator should be: • A customer focused people person with great interpersonal skills • Organised with an eye for detail • A resilient and resourceful team player • A completer-finisher
Knowledge	• Good knowledge of delivering excellent customer service • An awareness of relevant Health and Safety, Data Protection and Licensing legislation and practices • Interest in the theatre and entertainment industry
Skills	• Good written and verbal communication skills • Good level of administration skills • Good interpersonal skills • Good organisation and project coordination skills • Good problem-solving skills • The ability to adapt and work on own initiative • Good analytical skills • Good IT skills
Experience	• Good experience in a customer service role • Some experience in process management
Qualifications	We value education and GCSEs in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without qualifications.

JOB DIMENSIONS	
Annual budgetary amounts	
Number of staff reporting to the job holder	
Any other relevant statistics/information	Evening and weekend work may be required.

WORKING ENVIRONMENT
The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs. The Marlowe Theatre's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

ORGANISATION CHART
See attached

June 2026