OPERATIONS DIRECTOR

1. Overview

1.1. The operations director is responsible for the maintenance and upkeep of the building and the day-to-day running of the theatre, including the control and direction of the contractors appointed by the board to deliver administration and maintenance.

1.2. Oversee the administration contractors' work to ensure income generation from external hiring of the building and facilities for theatrical, business, social, and educational uses is clear and transparent and planned to maximise the use for both TTC activities and outside community and commercial hires.

1.3. Oversee the work of the technical contractor to ensure that routine maintenance, safety checks, and building maintenance activities are completed satisfactorily and according to the requirements of any legislation.

2. Main Responsibilities:

2.1. Coordinate the work of contractors in general administration, maintenance, cleaning, materials ordering and receipt, and front-of-house management for hires.

2.2. Maintain budgets for the above.

2.3. Plan to use all HHT facilities up to 2/3 years in advance.

2.4. Ensure hire activities occur without detriment to TTC activities and objectives.

2.5. Review the plans for using HHT with the consultants responsible for marketing theatrical, business, and social hires.

2.6. Produce budgets and forecasts of hire income from different sources and monitor progress against budgets monthly.

2.7. Monitor progress against cost budgets every month.

2.8. Monitor standards of cleaning, availability of facilities, and compliance with the legal framework for facilities.

2.9. Monitor the performance of consultants in generating hire income.

2.10. Decide on terms of business and pricing for hires.

2.11. Review of overall commercial operation of the bar

2.12. Undertake the role within the Wine Committee (Legal Requirement)

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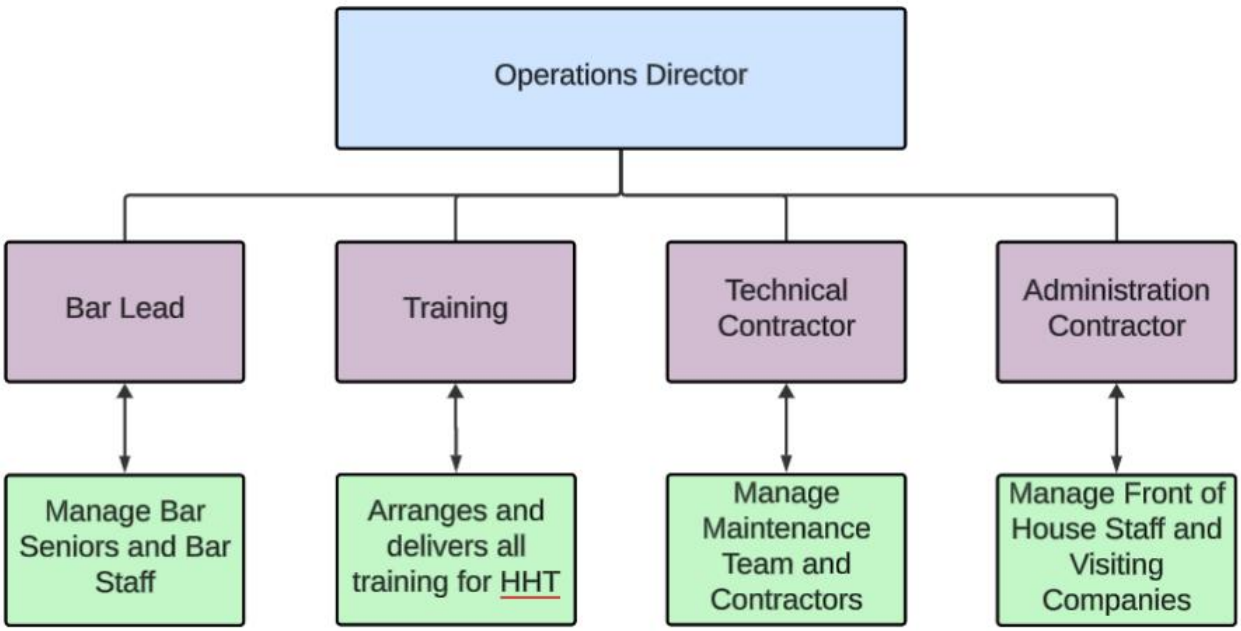
HAMPTON HILL THEATRE



3. Reporting Lines:

3.1. The Administration contractor develops additional hiring and income opportunities and manages bookings and invoicing for visiting companies and external users. They manage the Front of House team to ensure rota coverage, volunteer training, and high standards of work.

3.2. The Technical contractor coordinates the work of contractors for the ongoing maintenance, cleaning, and upkeep of the building and supports incoming companies.

3.3. The Bar Lead organises the stocking of the bar, and manages the Bar team to ensure rota coverage, volunteer training, and high standards of work.

3.4. The Training Lead organises and arranges the training sessions of all Front of House and Bar Staff, and arranges the contractors, if required, to deliver the training for each role.

4. Wine Committee

4.1. The theatre is operated under a club licence, and by law, the club's alcohol must be purchased by a committee composed of members, all of whom are at least 18 years old, to ensure all alcohol is bought and sold legally.

4.2. The committee is made up of: -

4.2.1. The Bar Lead

4.2.2. The Operations Director

4.2.3. The Finance Director

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MARKETING & SALES DIRECTOR

5. Overview

5.1. The Marketing & Sales Director is a key member of Teddington Theatre Club's Board, responsible for shaping the Club's public profile, driving audience engagement, and ensuring TTC's productions, events, and membership activities reach the widest possible community. This role leads the strategic development of marketing, communications, and ticketing initiatives that support TTC's artistic ambitions and long-term sustainability.

6. Purpose of the Role

6.1. Strengthen TTC's brand, visibility, and reputation across all channels.

6.2. Drive ticket sales, membership growth, and audience diversification.

6.3. Oversee marketing strategy for productions, fundraising events, and centenary-related activity.

7. Key Responsibilities

7.1. Marketing & Communications

7.1.1. Lead promotional campaigns for all productions and events.

7.1.2. Oversee TTC's digital presence, including social media and email newsletters.

7.1.3. Ensure consistent brand messaging and visual identity across all communications.

7.1.4. Promote shows with local community organisations, and arts networks to increase visibility and engagement.

7.1.5. Work with the website manager and box office manager to put tickets on sale and track sales.

7.1.6. Monitor sales performance and audience trends, reporting regularly to the Board.

8. Leadership & Governance

8.1.1. Serve as an active member of the TTC Board, contributing to strategic planning and organisational decision-making.

8.1.2. Work closely with the Artistic Director to ensure marketing and sales activity supports TTC's artistic and financial goals.

8.1.3. Provide guidance to volunteer marketing teams and support the development of marketing skills across the organisation.

9. Skills & Experience

9.1. Some experience in marketing and/or communications is useful

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9.2. Confident with digital marketing tools, social media platforms, and analytics.

9.3. Good written and verbal communication skills.

9.4. Strategic thinker with the ability to plan, prioritise, and organise publicising shows with the team involved in each production.

9.5. Collaborative, organised, and comfortable working with and managing volunteers to undertake marketing activities.

10. Time Commitment

10.1. Attendance at monthly Board meetings.

10.2. Regular involvement in briefing volunteers to run social media campaigns for shows

10.3. Arrange distribution of leaflets and posters with volunteers

MARKETING & SALES DIRECTOR

11. Overview

11.1. The Marketing & Sales Director is a key member of Teddington Theatre Club's Board, responsible for shaping the Club's public profile, driving audience engagement, and ensuring TTC's productions, events, and membership activities reach the widest possible community. This role leads the strategic development of marketing, communications, and ticketing initiatives that support TTC's artistic ambitions and long-term sustainability.

12. Purpose of the Role

12.1. Strengthen TTC's brand, visibility, and reputation across all channels.

12.2. Drive ticket sales, membership growth, and audience diversification.

12.3. Oversee marketing strategy for productions, fundraising events, and centenary-related activity.

13. Key Responsibilities

13.1. Marketing & Communications

13.1.1. Lead promotional campaigns for all productions and events.

13.1.2. Oversee TTC's digital presence, including social media and email newsletters.

13.1.3. Ensure consistent brand messaging and visual identity across all communications.

13.1.4. Promote shows with local community organisations, and arts networks to increase visibility and engagement.

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13.1.6. Monitor sales performance and audience trends, reporting regularly to the Board.

14. Leadership & Governance

14.1.1. Serve as an active member of the TTC Board, contributing to strategic planning and organisational decision-making.

14.1.2. Work closely with the Artistic Director to ensure marketing and sales activity supports TTC's artistic and financial goals.

14.1.3. Provide guidance to volunteer marketing teams and support the development of marketing skills across the organisation.

15. Skills & Experience

15.1. Some experience in marketing and/or communications is useful

15.2. Confident with digital marketing tools, social media platforms, and analytics.

15.3. Good written and verbal communication skills.

15.4. Strategic thinker with the ability to plan, prioritise, and organise publicising shows with the team involved in each production.

15.5. Collaborative, organised, and comfortable working with and managing volunteers to undertake marketing activities.

16. Time Commitment

16.1. Attendance at monthly Board meetings.

16.2. Regular involvement in briefing volunteers to run social media campaigns for shows

16.3. Arrange distribution of leaflets and posters with volunteers

FUNDRAISING DIRECTOR

17. The Role

This is a chance to help build something, not inherit it. We're at the beginning of professionalising our fundraising a small committee, supportive trustees, and 100 years of stories to draw on. We're not looking for someone to deliver a finished operation on day one. We're looking for someone to help us decide what good looks like, and to grow into it at a pace that's sustainable for everyone, including you.

You'd work alongside the Board and a group of engaged volunteers. The breadth and ambition of the role is genuinely shaped by you. There's room to focus tightly on a few priorities to begin with, or to range across the full fundraising mix as confidence and capacity grow. The sky's the limit; the floor is firm.

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18. What the role could look like

In the first year, this might mean:

14.1 Helping shape a fundraising strategy aligned with the theatre's emerging long-term vision

14.2 Working with trustees and volunteers to develop a compelling case for support

14.3 Bringing experience and perspective to a fundraising committee that's enthusiastic but new to this work

14.4 Advising on early priorities — where to start, what to leave for later

14.5 Over time, and at a pace that suits you, the role could grow to include guiding a broader programme across individual giving, trusts, corporate partnerships, and the centenary moment itself. How far that goes is your call.

19. What We're Looking For

15.1 Experience in fundraising, development, or strategic communications (professional or voluntary)

15.2 A strategic mindset, and a willingness to start with foundations before reaching for sophistication

15.3 A collaborative, generous approach — this is volunteer-led work

15.4 A genuine affection for theatre, the arts, and community life

20. Time commitment

20.1. Attendance at monthly Board meetings.

20.2. A few hours a week is a starting point; the rhythm is yours to shape.

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