KILN THEATRE

RECRUITMENT PACK

TECHNICAL AND OPERATIONS COORDINATOR

“A marvellous community reality... alive with challenge and promise.”
James Baldwin

KilnTheatre.com

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★★★★

“An irresistibly sweet treat.”

The Telegraph on *Two Strangers (Carry a Cake Across New York)*

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WELCOME

We are looking for a Technical and Operations Coordinator to join the team. They will provide practical, hands-on support across production activity, building maintenance, and departmental administration, helping to ensure the theatre operates safely, efficiently, and in support of artists, staff, and audiences.

Kiln sits in the heart of Kilburn in Brent, the most culturally diverse borough in London. Over 140 languages are spoken here, and 65% of the local population are from Global Majority backgrounds. Arts Council England has identified Brent as a 'Priority Place', eligible for increased investment and improved engagement.

We have a beautiful 292 seat theatre auditorium, loved by actors and creatives alike, a newly refurbished cinema space, our own rehearsal room, a smaller workshop space and a welcoming bar.

Since reopening in 2018 following a major capital project, the artistic reputation of the theatre has gone from strength-to-strength (which has included West End/US transfers of our work and winning 'Best Theatre' at The Stage Awards in 2021) alongside an award-winning Creative Engagement programme that delivers game-changing activity within our communities.

Whilst the financial outlook across the subsidised theatre sector remains challenging, now is a fantastic and exciting time to join Kiln Theatre. 2024/25 has marked a year of artistic growth and financial consolidation, under the organisation's new executive leadership, building upon Kiln's outstanding industry reputation. Last year, we delivered a successful programme of shows whilst also transferring two Kiln productions to the West End and a Broadway transfer. At Kiln, we have a thriving staff team and an excellent working culture. We are growing our audiences, strengthening our financial sustainability (with a refreshed producing model and new revenue streams) and are delivering a season of ambitious productions for 2025–26.

Photo © Philip Vile

ABOUT KILN THEATRE

Kiln Theatre sits in the heart of Kilburn in Brent, the most culturally diverse borough in London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals – human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

We believe that theatre can be for anyone, and we are committed to nurturing the talent of young people and providing a platform for their voices to be heard whilst working with older people to create a thriving community around our theatre.

The venue has a 292-seat theatre alongside a 291-seat cinema auditorium, a bar and two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

A neighbourhood venue shaping national conversation. Our doors are open to all, and your stories live here.

"Kiln Theatre has revitalised the cultural life of Brent (in North-West London) and brings world-class theatre at an affordable price to people from all walks of life."
Zadie Smith

OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **representative**. We represent diverse voices on and off our stage – including different perspectives and experiences in our decision making.

Kiln is **open-hearted.** We create together and build trust by being kind, empathetic and welcoming – acting with warmth and integrity.

Kiln is **enterprising.** We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.

Kiln is **courageous.** We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.

OUR PRIORITIES

Develop. Build. Create. Engage.

ARTISTIC EXCELLENCE

ARTISTS, AUDIENCES, ACCESS AND INCLUSION

CREATIVE ENGAGEMENT WITH LOCAL COMMUNITIES

ORGANISATIONAL RESILIENCE, PEOPLE AND PATHWAYS

HISTORY

Our building has been a place of entertainment and a gathering point for communities for 90 years. It started life in 1929 as a meeting hall for the Friendly Society of Foresters. The hall was converted to a theatre in 1980 by Shirley Barrie and Ken Chubb, who named it the Tricycle Theatre in honour of their touring theatre company, the Wakefield Tricycle Company. Over the years, new spaces were added, including a rehearsal room and cinema. In 2016, a major £9m capital project was launched, transforming the theatre's accessibility, adding more seats and a lighting gantry to the auditorium, and creating a new street-front café. The theatre reopened in 2018 as Kiln Theatre with a bold and sector-leading artistic programme, a deep commitment to supporting our many local communities, and a highly engaged and values-driven staff team and Board.

DIVERSITY

Kiln Theatre does not strive to be diverse, it is diverse. This is driven by the network of artists and partners we collaborate with, by the themes of the shows we chose to produce, and by the strength of our relationships with, and commitment to, the local communities of Brent. We believe that diversity of thinking, and the creation of an internal culture that welcomes and celebrates different perspectives and experiences, changes the ambition and impact of an organisation.

ENVIRONMENTAL SUSTAINABILITY

We aim to be an environmentally responsible organisation and ask that our team and collaborators works to support this goal. In doing so we are seeking to promote efficient and sustainable practices, including the incorporation of the Theatre Green Book for all of our productions, which reduce our carbon footprint. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

FURTHER INFORMATION

For more information about Kiln Theatre and our work, please visit kilntheatre.com

Photos © Rachel Ferriman

OUR PRODUCTIONS

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, the Pulitzer Prize award-winning *English* by Sanaz Toossi (in association with the Royal Shakespeare Company), *Peanut Butter and Blueberries* (UK Theatre Award nominated for Best New Play) by Suhaiymah Manzoor Khan, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to the American Repertory Theater in Boston prior to a transfer to Broadway, Roy Williams' critically acclaimed adaptation of *The Lonely Londoners* (now one of Kiln's top selling shows of all time), and the sell-out revival of *The Ministry of Lesbian Affairs* by Iman Quereshi.

Amit Sharma's bold artistic vision continues into 2025/26 with a new season of productions which will build upon Kiln's mission of staging work that entertains, fires the imagination and reflects the world around us.

At Kiln, we enrich the UK theatre landscape by developing emerging talent, particularly artists from Global Majority and disabled backgrounds. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it. Kiln continues to develop an exciting and diverse portfolio of commissioned playwrights some of whom include Amy Trigg, Zodwa Nyoni, Ishy Din and Suhayla El-Bushra.

"I wanted to say thank you, for creating the most diverse theatre I have yet to go to. In terms of race, culture, class, age-everything, not only in the selection of shows and the actors, but in the audience."
Audience Member

Photo © Steve Gregson

Photo © Mark Senior

THE ROLE

TITLE

Technical and Operations Coordinator

LOCATION

Kiln Theatre, 269 Kilburn High Road,
London, NW6 7JR

REPORTS TO

Deputy Head of Production

KEY RELATIONSHIPS

Production Department, Operations Department

CONTRACT

Full-time, fixed term (18-months).

PURPOSE OF THE ROLE

The Technical and Operations Coordinator supports the effective delivery of Kiln Theatre's productions, building operations, and technical infrastructure. The role provides practical, hands-on support across production activity, building maintenance, and departmental administration, helping to ensure the theatre operates safely, efficiently, and in support of artists, staff, and audiences.

KEY RESPONSIBILITIES

PRODUCTION AND TECHNICAL

- Support the Production department with the planning and delivery of productions, including assisting with get-ins, get-outs, and fit-ups as required.
- Manage the Production inbox, including collating, organising, and maintaining records of CVs and covering letters.
- Book spaces for productions, rehearsals, and related activity as required.
- In conjunction with the Producing team, assist in keeping deal sheets accurate and up to date.
- Support access performances, including assisting with the installation and testing of access equipment alongside the Deputy Head of Production, supporting access providers, and assisting with touch tours where required.
- Support the coordination of casual technical staff bookings and schedules, and assist with related onboarding paperwork where required.
- Assist with booking rooms, transport, accommodation, physio, and other logistics for the Production department and visiting companies as required.
- Lead on key administrative tasks including the creation of contact sheets, performance schedules, and other production documentation.
- Organise and book travel and accommodation for the Head of Production and other members of the Production department when required.
- Work to improve and, where necessary, create systems and administrative processes to support the efficient running of the Production department.
- Work with the Finance and Producing department to ensure production records and documentation are accurate and well maintained.
- Track the use of Pleo cards for freelancers, including Stage Management and Costume teams, ensuring correct use and timely reconciliation.

BUILDING OPERATIONS AND MAINTENANCE

- Respond to reactive building maintenance and repair needs, including actioning end-of-day reports and maintenance checklists.
- Carry out basic building maintenance and repairs in-house where appropriate, escalating more complex or specialist issues to contractors or colleagues.
- Support the delivery of Planned Preventative Maintenance (PPM) across the building, including LOLER, PUWER, and electrical testing.
- Carry out routine lamp rounds and replace lamps and fittings as required across the building.
- Monitor and maintain building lighting stock, ensuring appropriate supplies are available and issues are identified and reported.
- With the support of the Head of Operations & Front of House and Deputy Head of Production, develop the asset register, including onboarding new equipment into existing or new systems.

Photo © Richard Davenport

- Support the servicing and maintenance of white goods and building equipment across Kiln Theatre.
- Maintain the Kiln workshop, ensuring it is safe, well-organised, and stocked appropriately, including ordering supplies, arranging waste clearance, and supporting tool servicing where required.
- Develop and maintain working knowledge of Kiln's power systems and key infrastructure locations.
- Be familiar with the first-line operation of cinema systems and provide basic support where required.

GENERAL

- Promoting, maintaining and helping to deliver the mission and values of Kiln Theatre, as set out by the Artistic Director, in both artistic programming and management practice.
- Attending run-throughs, technical rehearsals, previews, press nights, Creative Engagement activities, performances and events, including fundraising events and internal and external meetings, as appropriate.
- Keeping abreast of current thinking and best practice in theatre and helping to maintain Kiln Theatre's profile as a centre of artistic excellence.
- Being an active and supportive member of Kiln.
- Complying with all statutory requirements, particularly in respect of the Equality Act 2010, Health & Safety regulations, and Kiln Theatre's Safeguarding and Environmental Policies.
- Communicating clearly and constructively with other departments and contributing to the effective scheduling of Kiln Theatre's activities.

Photo © Oluwatosin Daniju

ABOUT YOU (PERSON SPECIFICATION)

YOU SHOULD HAVE (ESSENTIAL):

- A genuine interest in theatre production and how buildings and technical environments support live performance.
- Practical confidence in carrying out basic building maintenance and repairs, with the ability to problem-solve and respond to issues as they arise.
- Strong organisational skills, with the ability to manage administrative tasks accurately and keep clear records.
- Good communication skills and the ability to work collaboratively with a wide range of people, including technicians, artists, freelancers, and contractors.
- A proactive, flexible approach to work, with a willingness to learn new skills and take responsibility.

BONUS IF YOU HAVE:

- Previous experience working in a theatre, arts venue, or live events environment.
- Experience supporting production activity, get-ins/get-outs, or technical rehearsals.
- Basic knowledge of building systems, workshop practice, or health and safety procedures.
- An interest in developing skills in technical theatre, production management, or building operations.
- Relevant training or qualifications (e.g. IOSH awareness, manual handling, first aid, or technical theatre training).

This job description is a guide to the nature of the work required of the Technical and Operations Coordinator and does not form part of the contract of employment.

TERMS AND CONDITIONS

CONTRACT

Full time, fixed term (18 months)

Office hours are 10am-6pm, however evenings and weekends may be required as part of this role.

START DATE

As soon as possible.

SALARY

£28,889 per annum.

ANNUAL LEAVE

22 days per year plus standard bank holidays increasing to 27 days per year plus standard bank holidays after 2 years' continuous employment.

PROBATIONARY PERIOD

3 months, followed by review.

PENSION

Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 4% of basic salary although employees may contribute more.

OTHER BENEFITS

Employee Assistance Programme

Cycle to work and Season ticket loan schemes

Complimentary tickets for preview performances, subject to availability

£2.50 tickets to Kiln Cinema and 20% staff discount in Kiln Bar

EQUAL OPPORTUNITIES

Kiln Theatre is an Equal Opportunities employer, and we strive to create an inclusive environment that reflects and celebrates local communities. We welcome applications from people of all backgrounds and experiences. We particularly encourage applications from Deaf, hard of hearing, disabled, LGBTQIA+, Black, Asian, and other global majority background candidates. We are members of the Disability Confident Scheme and guarantee to interview all disabled candidates who would like to be considered under this scheme and who meet the criteria in the "You should have" section of the person specification. We will support and provide access requirements if you identify as disabled. This includes during the application process, at interview stage and beyond.

Please contact us via email at recruitment@kilntheatre.com.

HOW TO APPLY

Application forms can be downloaded at https://kilntheatre.com/our-story/jobs/

Once the Application Form and Equal Opportunities Monitoring Form are completed please return, by the closing date, to:

Email: recruitment@kilntheatre.com using the heading 'Technical and Operations Coordinator'

By post: Recruitment, Kiln Theatre, 269 Kilburn High Road, London, NW6 7JR

Closing date: Midday on Wednesday 18 March

Interviews: First round: Wednesday 25 March

Second round: w/c Monday 30 March

You are encouraged to contact **Dave Judd (Deputy Head of Production)** for an informal and confidential chat about the role. Please email recruitment@KilnTheatre.com

WHAT HAPPENS NEXT?

We will invite some applicants for an interview. Please be aware that unfortunately we are unable to provide application feedback at this stage of the process.

Standard class travel expenses will be reimbursed for candidates travelling to an interview from outside London, up to a maximum of £50. These should be agreed in advance. Please bring receipts for travel expenditure.

Photos © Richard Davenport

KILN THEATRE
KilnTheatre.com
269 Kilburn High Road,
London, NW6 7JR, England
@KilnTheatre
LOTTERY FUNDED
Supported using public funding by
ARTS COUNCIL ENGLAND
Registration No. 1396429. Charity No. 276892
★★★★★
"Mesmerising"
New European on Reasons You Should(n't) Love Me