

OVO



Join our team  
Venue Manager  
March 2026

## Who are we?

OVO is an award winning theatre production and management company based in St Albans.

We create bold, imaginative and surprising new versions of classic plays and stories.

We have staged well over 100 productions since we were founded in 2003. We are particularly well known for our off the wall musical Shakespeares – from As You Like It set in the summer of love, to Twelfth Night on a 1920s cruise liner - as well as fresh literary adaptations including, in recent years, The Great Gatsby, Little Women and A Christmas Carol.

We have also developed a strong reputation for “first revivals” by some of the country’s leading contemporary playwrights, from Lucy Kirkwood to David Eldridge.

Live music, dynamic movement and film are all important elements of our style. We have toured extensively – from London’s off West End to the Edinburgh Festival, iconic outdoor theatres like The Minack in Cornwall and a range of leading mid scale venues around the UK.



**“Well balanced and gripping.  
The chemistry is electric.”**

**The Stage**



“A high energy revival.  
The production is phenomenal.”

Reviews Hub

We manage three venues in St Albans:

- **The Roman Theatre**, the oldest operational theatre in the UK (1,700 years and counting), where we present an annual 3 month open air theatre festival every summer that has grown to become one of the largest outdoor arts events in the country.
- **The Maltings Theatre**, a rehearsal and R&D space and base for community performances and events.
- **St Germain’s Barn and St Michael’s Pavilion**, two derelict buildings which we are converting into a new 100 seat playhouse, housing a permanent repertory company which will open in late 2026 / early 2027.

Our work has received numerous awards and critical acclaim. Our production of *As You Like It* won the 2016 Minack Trophy and was named as one of *The Guardian’s* best shows of 2019. In 2021 our Artistic Director Adam Nichols was named in *The Stage* 100, the definitive guide to the most influential figures working in the UK theatre and performing arts industry today.

# Why are we expanding our team?

Since 2020, OVO has grown exponentially, and we are now four times the size we were before the pandemic in terms of productions, audience numbers, actors and creatives employed, and revenue.

So this has been an exciting period! But we have hardly had a moment to pause for breath and attend to our organisational development and infrastructure, and our core team hasn't grown much since we were a much smaller company. As you can imagine, this has put enormous strain on our people and infrastructure, so we are now embarking on a much needed expansion of our team.

We also recognise that we need to broaden our existing expertise and experience to take us to the next level. Whilst we're proud that we still have many long standing team members involved in our work, we're hungry for fresh ideas and new approaches.



**“Like being given a lovely warm hug after a little cry. A captivating production.”**

**St Albans Times**

# What is coming up this year?

This is going to be our busiest year yet!

We are currently in the preliminary phase for the 2026 Roman Theatre Festival, with 4 OVO productions, 3 visiting companies and a range of one off music and comedy events in the programme. We are making some changes to the way the event is managed, so a lot of work is going into these new operational arrangements and partnerships.

We are experimenting with touring one of our flagship shows in the Autumn. This is a new departure for us, and is requiring new capacity and expertise to be built.

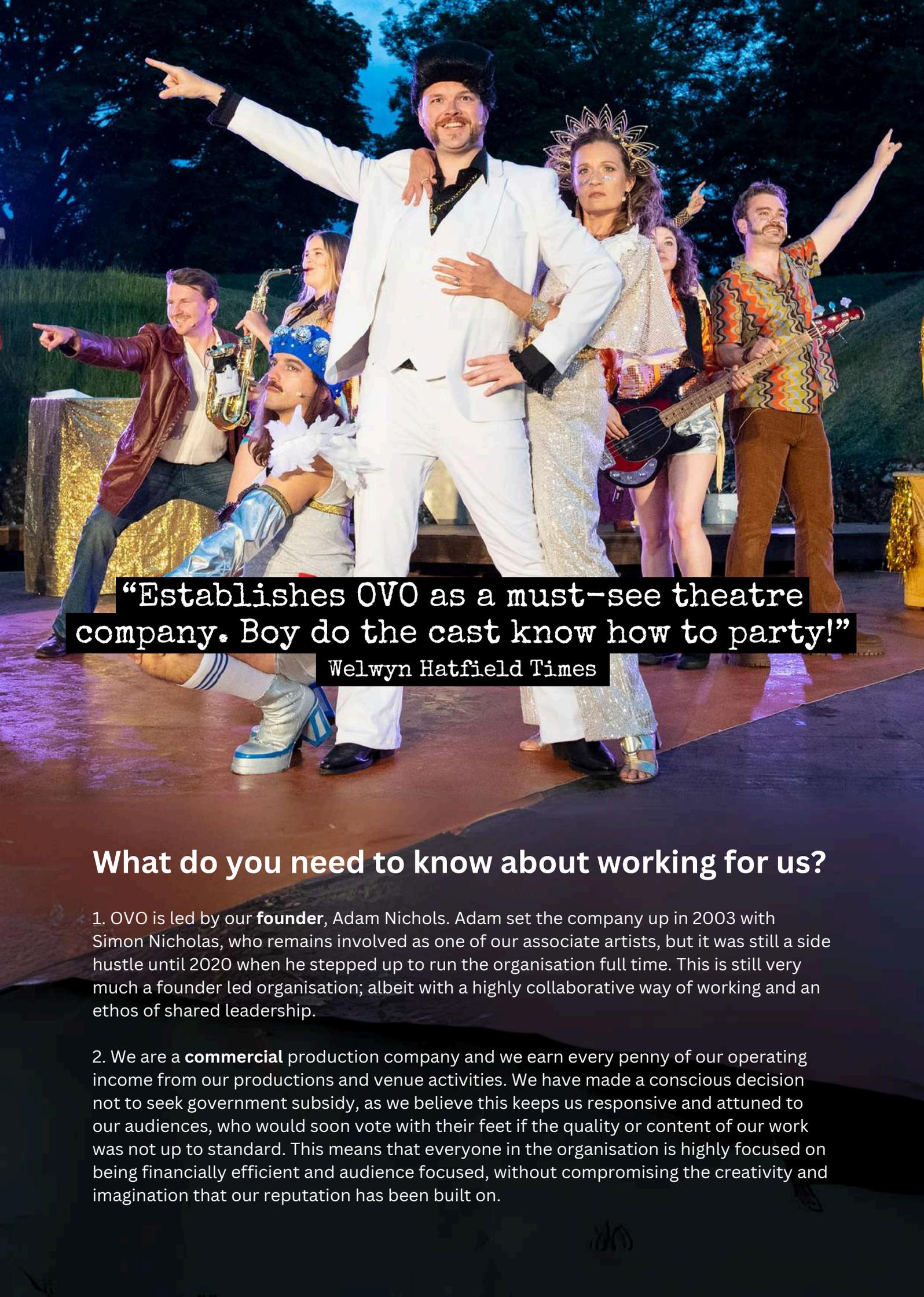
We are developing our new indoor venue, converting the derelict St Germain's Barn and St Michael's Pavilion. This is the first major capital project we have undertaken and, whilst extremely exciting, is also a complex logistical and commercial undertaking.

Finally, we are improving our operational systems and processes, including the implementation of a new finance system.



**“Thoroughly joyful and uplifting, bringing the audience to their feet at the end.”**

**The Guardian**



“Establishes OVO as a must-see theatre company. Boy do the cast know how to party!”

Welwyn Hatfield Times

## What do you need to know about working for us?

1. OVO is led by our **founder**, Adam Nichols. Adam set the company up in 2003 with Simon Nicholas, who remains involved as one of our associate artists, but it was still a side hustle until 2020 when he stepped up to run the organisation full time. This is still very much a founder led organisation; albeit with a highly collaborative way of working and an ethos of shared leadership.
2. We are a **commercial** production company and we earn every penny of our operating income from our productions and venue activities. We have made a conscious decision not to seek government subsidy, as we believe this keeps us responsive and attuned to our audiences, who would soon vote with their feet if the quality or content of our work was not up to standard. This means that everyone in the organisation is highly focused on being financially efficient and audience focused, without compromising the creativity and imagination that our reputation has been built on.



“A gorgeous mix of storytelling and physical theatre. A memorable, magical experience filled with heart and love.”

LondonTheatrel

3. We are highly **collaborative**. Everyone says that, don't they? But we really mean it. Our productions are created jointly by every member of the team. Our directors are facilitators, not auteurs. We bring outsiders into our rehearsal room and expect everyone to be comfortable with giving and receiving feedback. We eschew rigid hierarchies, but we value and celebrate leadership, wherever it comes from.

4. Although we've grown a lot recently, we remain a fairly **small** organisation. This means we don't necessarily have a dedicated person, let alone a department, for every role. So, from time to time, we all get involved in lots of things that aren't necessarily “in our job description”. If the generator needs restarting at the Roman Theatre, or the bar has run out of ice creams at the Maltings, or a prospective partner production company has invited us to watch one of their shows, we'll all lend a hand. It's a collegiate, highly supportive environment.

# Venue Manager

## Purpose of the role

The Venue Manager is responsible for the successful operation of all three permanent OVO venues – the Roman Theatre of Verulamium, The Maltings Theatre and the new barn theatre, currently in development and expected to open in late 2026 / early 2027.

They also oversee our Christmas pop up venues (Vintry Garden, St Albans, and British Schools Museum, Hitchin in 2025).

They ensure that our venues are welcoming spaces for audiences, performers, creatives and hirers, and that they are managed in a way that supports the creation and presentation of high quality theatre productions.

They are the public face of our venues, acting as the main point of liaison with visiting companies, hirers, OVO's in house production teams and landlords.

Although we've had people fulfilling some of these responsibilities before, this is a newly created role.

## Reporting to

Operations Director

## Main Duties and Responsibilities

*(Except where specified otherwise, each area of responsibility is for all OVO venues)*

### Facilities management

- Ensure that venues are managed and presented to the highest standards, including:
  - Customer toilets
  - Audience front of house areas
  - Bars
  - Kitchens
  - Staff and performer areas including toilets, kitchens, green rooms, dressing rooms
  - Cleanliness and waste management
- Work with the Site Manager to remedy venue infrastructure issues.
- Work with the Technical Manager to remedy any technical equipment and infrastructure issues.
- Manage all external suppliers to ensure their service delivers the standards expected and agreed.
- Ensure the venue achieves the highest possible operational standards including cleanliness, health and safety, facilities and security.
- Lead on the ongoing programme of improvements to the venues.

## **Staffing**

- Design and manage the systems for the recruitment, training and ongoing performance management of all venue staff.
- Line manage the team of Duty Managers, ensuring they meet and uphold all operational standards and effectively manage the front of house staff.
- Manage the box office assistant.

## **Customer experience**

- Ensure the highest standards of customer service are delivered by all venue staff.
- Regularly review customer feedback and ensure responses to feedback as appropriate.

## **Visiting companies and external hire**

- Ensure visiting companies have an exceptional experience before, during and after their performance at the Roman Theatre.
- Manage venue inductions in conjunction with the Technical Manager.
- Manage the hire summary, calendar, booking enquiries, viewings, conversion, booking periods and hire contracts.
- Ensure ticketed hires are put onto sale promptly and sales reports regularly shared with hirers.
- Ensure the calendar of company inductions, rehearsals, performances, get ins and get outs, as well as external hires, is effectively scheduled and well understood by all users.

## **Retail, food and beverage**

- Manage all external suppliers to ensure their service delivers the standards expected and agreed.
- Manage stock and ordering.
- Regularly review sales, to ensure maximum profit is achieved and all opportunities maximised, agreeing responses and improvements where needed.
- Ensure the venue retail standards are consistently achieved.
- Be OVO's licensee and ensure all statutory obligations are met.

## **Finance**

- Work with the Operations Director to ensure costs are kept in line with agreed budgets.
- Maximise hire revenue, and ensure the sales budget is achieved.

## **Health and safety**

- Oversee day to day health and safety standards.
- Manage and escalate issues where appropriate and liaise with contractors as required.
- Ensure control measures defined in venue related risk assessments are implemented.

## **Landlord relations**

- Ensure there is a positive and effective day to day relationship with landlords including St Albans District Council, the Maltings Shopping Centre and the Gorhambury Estate.
- Ensure venues are managed in line with lease and licence agreements.
- Raise site standards issues with landlords when required.

## **Development of the new barn theatre**

- Work with the CEO and Operations Director to deliver the successful opening of the new barn theatre.

## **Leadership**

- Be a member of OVO's leadership team.
- Contribute relevant expertise to business planning, strategy and reporting.
- Work across the organisation to maintain strong relationships and communication.
- Keep up to date with developments and research in theatre practice.
- Represent OVO at appropriate local and industry events and groups.

## **Person Specification**

### **Values and beliefs**

- A strong affinity for the work of OVO and a passion to play a key role in shaping and achieving our future success.
- Demonstrable commitment to the values that underpin our approach to making theatre – bold, imaginative and surprising.
- A desire to broaden diversity and access across all areas of OVO's work.

### **Attitude**

- Detail freak.
- Self motivated and able to work independently with light touch management and supervision.
- Calm under pressure.
- Able to flex between the peaks and troughs of a seasonal business.
- Willing to work outdoors for our open air shows, sometimes in challenging weather conditions (hot, cold, wet!).

### **Experience**

- Managing a similar venue.
- Managing a team to consistently high levels of performance.
- Delivering financial targets including cost and revenue generation.
- Achieving high customer service standards.
- Project planning and management.

### **Skills**

- Ability to collaborate with internal and external colleagues.
- Great communicator skills with the ability to interact with people at all levels.
- Numerical and budget management skills.

### **Knowledge**

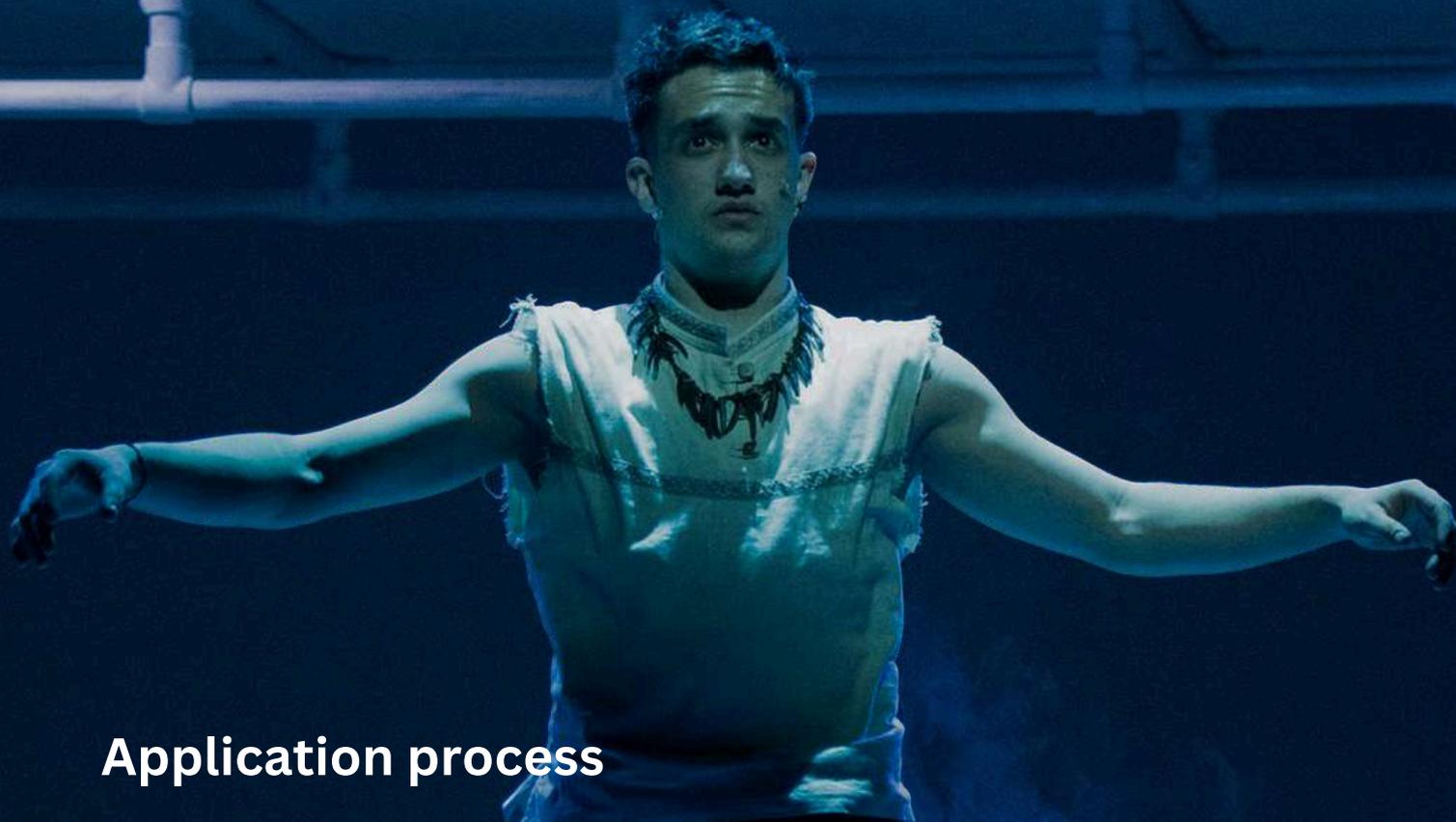
- An understanding of relevant health and safety rules, regulations and guidelines.
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services.
- First Aid qualification (desirable).
- Maintenance of theatre equipment including PAT testing (desirable).

### **Diversity**

We embrace diversity in all its forms and we are aiming to reflect the St Albans community across our team. We know we still have some way to go to achieve this. 16% of our local population do not identify as white, so we're particularly keen to receive applications from people who identify as being from Asian, black or mixed backgrounds.

**“OVO is an extraordinary company. A high energy and very sophisticated performance.”**

**Seen and Heard International**



## **Application process**

Please send us your CV - no more than two sides of A4, and be reasonable with font size, line spacing and margins! We'd also like you to send us a short video introducing yourself, explaining why you fit the role, and telling us about something you have done recently that you are proud of (which doesn't necessarily have to be career or arts-related).

And remember, be bold, be imaginative and surprise us!

1. Send us your CV to [jobs@ovo.org.uk](mailto:jobs@ovo.org.uk) by Monday 16th March 2026 at 9.00am.
2. Videos should be sent to the same email address via WeTransfer.
3. We will send an automated email to say we've received your application.
4. We will let you know if you are invited to interview by 5pm on Monday 16th March 2026.
5. Interviews will take place on Wednesday 18th March 2026, in person at The Maltings Theatre in St Albans. Please keep this date free.
6. We will send shortlisted candidates information about the format of the interview, including anything they need to prepare for.
7. We aim to make a job offer to our first choice candidate by Friday 20th March 2026, and let unsuccessful interviewed candidates know of our decision by Friday 27th March 2026.
8. It is not currently our policy to give feedback to applicants who are not invited to interview, but we will let you know if you have been unsuccessful.

## Terms and conditions

**Start date:** As soon as possible.

**Period of work:** 232 days per annum.

**Pay:** £142 per day.

**Hours:** On average, 43 hours per week (this is the same number of hours as our performer contract).

**Working pattern:** Due to the nature of this role and the theatre industry, you will be expected to work flexibly at the times required to fulfil requirements, which will include regular evening and weekend work.

**Notice period:** 1 week during the first 3 months, then 3 months thereafter.

**Location of work:** Your main place of work will be OVO's 3 theatres in St Albans, but you will be required from time to time to travel to and work at other locations as the role requires. This role will require you to be physically present in our St Albans locations for the majority of the time so you will need to be located within easy access of the city.

**Benefits:** Free tickets for OVO productions, staff discount at our catering and retail outlets, flexible working.

**Type of contract:** OVO currently engages all team members on a self employed basis.

For an informal discussion about the role prior to applying, email [jobs@ovo.org.uk](mailto:jobs@ovo.org.uk).

“An inventive and laugh-out-loud remodelling of Shakespeare’s rush job.”

Daily Express

