Our Purpose

The National Theatre (NT) makes theatre that entertains and inspires using its creativity, expertise and unique reach.

We share unforgettable stories with millions of audience members across the UK and around the world – on our own stages, on tour, in schools, on cinema screens and streaming at home.

World-leading artists make their best work at the NT with the widest possible audience and impact.

We invest in talent and innovation on stage and off. We take seriously our role as the nation’s theatre. Of the new productions we develop each year with a wide range of theatre companies, a third of that R&D resource is dedicated to shows staged at theatres outside London.

Through touring our work to local theatres and schools and nationwide education and community programmes, we are active in 71 of the 109 levelling up priority areas in the UK.

A registered charity with deeply-embedded social purpose, the NT works with hundreds of schools and communities across the UK to spark imagination and inspire creativity, and to develop skills and pathways for careers in theatre.

Our key objectives as we look to the next five years are towards economic, environmental and social sustainability, upholding a culture that aims to take care of our people and the wider world.
Our Values

The values that guide us.

Make a positive impact, striving to make the world a better place through theatre.

Bring your passion, applying energy and expertise to achieve the highest standards.

Collaborate to create, bringing ideas to life through teamwork and forging connection.

Empower each other, working to build and uphold an inclusive and equitable culture.

Act with confidence, with the courage to make clear, intentional decisions that support our shared vision.
About the Data Studio Department

The Data Studio Team are responsible for the National Theatre’s strategic use of data intelligence and insight to reach audiences and participants through live and digital activity.

Our mission is to embed data driven decision making across the National Theatre, and to leverage our unique position in the sector to further the aims of our partners and stakeholders.
Job Description

Data and Insight Officer

Contract Type: Permanent

Hours: 35 hours per week. Although additional hours may be necessary in order to fulfil the post's requirements.

Salary: £28,500 per annum

Responsible to:
Head of Data and Insight

Purpose of the Role

The Data & Insights Officer will support the delivery, design and data analysis needs of the Data Studio team across a variety of initiatives and projects.
Duties and Responsibilities

— Provide analytical and administrative leadership for research initiatives and projects
— Lead where required the design, maintenance and delivery of research programmes, platforms and tools
— Oversee and update databases, dashboards and reports, ensuring proper maintenance and co-ordination across departments
— Run analysis across multiple data sources and software solutions
— Steer the delivery of reporting to stakeholders across the organisation, tailoring to individual needs
— Take ownership where required of the delivery and maintenance of research, databases, tools and insights
— Lead where appropriate in responding to incoming requests and responding appropriately
— Setting meeting agendas and co-ordinating action
— Managing the delivery of projects and organising the required actions and events to ensure timely delivery
— Attending National Theatre productions and engage with the work of the National Theatre as required to effectively fulfil duties

Person Specification

Essential

— An experienced insights professional, with demonstrable examples of evaluating data, conducting primary research and providing analysis
— Demonstratable project management skills with examples of co-ordinating processes, data sets and people to achieve insight led outcomes
— Demonstratable experience and ability to communicate and present complex issues across diverse audiences and senior stakeholders
— A demonstratable experience in the field of consumer research, with strong understanding of research practices and passion in this field of work
— Experience delivering automated reporting ideally working with PowerBi/Power Automate
— Experience with Microsoft Office Suite
— Experience with Data Analytics tools (E.g. Excel/SPSS)

Desirable

— Experience with the Tessitura ticking platform
— Experience with SVOD
— Competency or experience in Machine Learning, Coding Languages or Advanced Analytics could be beneficial

DBS Check

The successful applicant will be required to undertake a Disclosure and Barring Service (DBS) Enhanced Disclosure and appointment to this post is subject to the NT being in receipt of a satisfactory DBS Disclosure, under section 115 of the Police Act 1997.
Job Description

Data and Insight Officer

Recruitment Process

Link to apply: https://jobs.nationaltheatre.org.uk/

Closing date: 20th November

Interview dates: Week commencing 27th November

Further queries: email recruitment@nationaltheatre.org.uk

Benefits

— Complimentary staff tickets for shows and NT Talks and Events, subject to availability and policy
— Discounts in the NT’s bars, cafes, restaurants, and bookshop, as well as in local businesses (from Wagamama to local childcare providers & gyms on and around the South Bank)
— Access to interest-free season ticket loan and cycle scheme partnership
— Pension schemes with Legal & General and NEST
— 25 days annual leave (plus BH) increasing up to 32 (plus BH) with length of service
— Sabbatical option, subject to agreement and policy
— Generous sick pay
— Family-friendly employer with supporting policies
— Hybrid and flexible working, subject to agreement and policy
— Training and Development Programme via e-learning platform, and specialist in-person training relating to role
— On-site Occupational Health and Wellbeing support
— Free-to-access Employee Assistance Programme, enabling counselling and mental wellbeing support, financial and legal advice, and advice on caring responsibilities
— On-site staff canteen and bar

Staff networks and communities:
The National Theatre has five Staff Networks:

Disability Network
LGBTQ+ Network
Amplified: Network for the Global Majority
Women’s Network
Parents and Carer’s Network
The networks are run voluntarily by our staff.
The NT is also a member of Parents and Carers in the Performing Arts (PiPA)

We want our workforce to be representative of all sections of society and welcome applications from everyone.
As users of the disability confident scheme, we guarantee to interview all disabled applicants who meet the essential criteria for our vacancies.

People Department 2023