The Royal Lyceum Edinburgh

Commercial Operations Assistant



Salary: £13.45 per hour

Hours: 27.5 hours per week

Closing Date: Tuesday 17th November at 10.00am

Commercial Operations Assistant

As a valued member of the Audience and Commercial team, the Commercial Operations Assistant helps create polished, welcoming and commercially successful experiences across our events, bar operations and team administration. This role is about bringing confidence, accuracy and positive energy to the day-to-day detail that allows clients, colleagues and audiences to experience the Lyceum at its best. From supporting memorable events and maintaining excellent service standards to strengthening systems, stock processes and team coordination, the postholder will play an important part in helping the department work brilliantly and continue to improve.

Key Responsibilities

Events:

- Champion an excellent welcome for hirers and guests using our commercial spaces, acting as their main point of contact and helping to build positive relationships that inspire confidence and encourage repeat bookings.
- Be a confident key holder and fire marshal, taking great care over the security of the building to enable safe, smooth access and egress for events in our commercial spaces and completing opening and closing procedures to a high standard when required.
- Create professional, well-prepared spaces for meetings and events, applying strong attention to detail when setting up and clearing rooms and ensuring catering, AV equipment and stationery needs are delivered with accuracy and flair.
- Help keep our commercial events spaces looking their best by maintaining rooms and equipment, including laundry, recycling and deep cleaning tasks, and by proactively arranging repairs or sourcing suitable replacements for faulty or broken equipment and furniture.
- Keep opportunities moving by monitoring the Events inbox and Company Diary, heling the Events Manager to ensure that hire enquiries receive timely, professional responses and that essential information is shared clearly with the right people.
- Where required, represent the Events team with confidence and professionalism in meetings with clients or colleagues.
- Play an active role in achieving the room hire and events financial target, supporting the Events Manager to grow commercial success through excellent delivery and client care.

Bars:

- Maintain diligent oversight of bar stock and sundry levels, placing careful orders that ensure we can meet demand and make best use of our resources.
- Drive accuracy and consistency across stock records in our Finance system, Xero, and the bar EPoS system, Point One.
- Receive stock deliveries, storing items safely and rotating stock effectively to support excellent service and minimise wastage.
- Carry out regular stock takes with accuracy and focus, working with the Finance team to identify, understand and reconcile any discrepancies.
- Contribute ideas and insight to the development of promotional offers and commercial opportunities, working with the Events Manager to strengthen the customer experience and support income growth.

Commercial Operations Assistant

Key Responsibilities

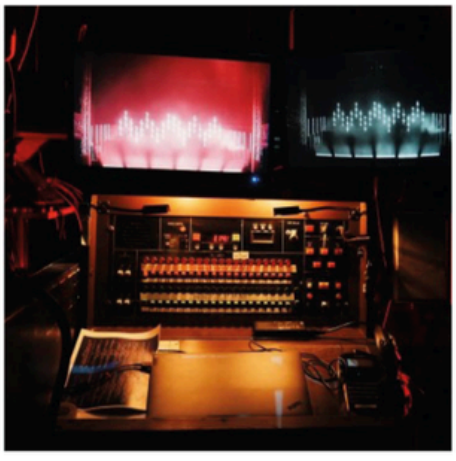
Admin:

- Take ownership of merchandise stock control, receiving deliveries, monitoring stock levels, liaising with suppliers and reconciling returns accurately to support strong commercial standards.
- Support smooth bar operations by completing regular banking and change runs, helping ensure cash levels remain appropriate and performances are well served.
- Handle departmental credit card and petty cash purchases responsibly, keeping clear, accurate records of invoices and receipts to maintain a strong audit trail.
- Provide flexible, high-quality administrative support to the Front of House and Marketing teams, helping the wider Audience and Commercial teams work smoothly, confidently and collaboratively.
- Look for practical ways to improve departmental administration, streamlining internal processes and helping raise our customer service standards.
- Contribute positively and flexibly to the wider success of the Audience & Commercial department by carrying out any other task reasonably required by any member of the Audience & Commercial management team, Chief Executives or any other person to whom authority has been given or delegated for this purpose by the Board Chair.

Hours

- Part-time, permanent (27.5 hours a week)
- Standard working hours will be 10am to 4pm, Monday to Friday, including a half-hour unpaid lunch break
- The nature of the role may occasionally require evening or weekend work, and Time Off in Lieu (TOIL) will be given for any additional hours worked.







Person Specification

Essential Experience

- ·Exceptional communication skills and the confidence to represent the Events department with warmth, clarity and professionalism internally and externally
- ·Willingness and confidence to take on hands-on duties such as shifting light furniture, setting up seating or arranging room layouts to create welcoming, well-presented spaces
- ·Strong organisational and administrative skills, with the attention to detail needed to deliver accurate, reliable and high-quality work
- ·Ability to work with initiative, focus and positivity, both independently and as part of a collaborative team
- ·Confident user of Microsoft Office programmes, with the ability to work accurately across key systems and documents
- ·Flexibility, reliability and a positive commitment to excellent service

Desirable Experience

- ·Enthusiasm for building skills and experience within the events industry
- ·A genuine interest in theatre and the role great live experiences can play for audiences and communities
- ·Experience with bars, stock management and associated software, with an interest in supporting efficient, audience-focused service
- ·Experience in hospitality, arts administration or a customer-facing role, bringing confidence, care and professionalism to service delivery

Culture & Values

We expect all colleagues to contribute to a positive and inclusive working culture by living The Royal Lyceum Theatre Company's values of Excellence, Relevance, Openness, Passion, Courage and Care, and by role modelling these values in interactions with colleagues, artists, participants and audiences.





Why you'll love working with us

- Join a friendly, motivated team in one of Scotland's most iconic theatres.
- Be part of the excitement of live performance every day.
- Develop valuable skills in customer service, hospitality, and sales.
- Gain hands-on experience in a creative, collaborative environment.
- Employee Assistance Programme - 24/7 wellbeing support and access to virtual GP appointments
- 4% matched pension contribution
- Accrued holiday pay

How to Apply

We welcome applications in alternative formats including video or audio for access reasons, we are happy to discuss adjustments at any stage of the recruitment process. The Royal Lyceum Theatre Edinburgh is committed to equality, diversity and inclusion and welcomes applications from those underrepresented in the theatre sector.

Visit lyceum.org.uk/jobs to apply.

To apply, please submit a CV and a provide supporting statement .

S**upporting Statement**
We'd love to hear a little more about you. In your supporting statement, please tell us what interests you about this role and share any skills, knowledge or experience that you feel would help you succeed in the position. Where possible, please include examples that demonstrate your suitability.

To discuss the role and interview process further, please contact us at jobs@lyceum.org.uk

Closing date: **Tuesday 17th November 2026 at 10.00am**

Interviews: **Week Commencing 30th November 2026**