

Lead Chaperone

Directorate	Creative Programmes
Reporting to	Producer and Company Stage Manager
Hours	<p>Hours are worked to meet the requirements of the role. There is a requirement to complete up to 7 days of general administration prior to the rehearsal period, between end of September to mid-November. There will be a schedule issued with the requirement for rehearsal and performance period (November 16th 2026 to January 3rd 2027) which will include unsocial hours to be worked including evening and weekend work.</p> <p>Ideally to attend the Junior Auditions Day (September) and Juniors Panto Introduction Day (October) dates to be confirmed.</p>
Requirements	<p>This role is offered as a fixed term contract only.</p> <p>Applicants must hold a Chaperone License issued by Norfolk County Council or similar; have and maintain a clear Enhanced DBS check; and have undertaken the necessary training in safeguarding.</p>

Main Purpose of the Role

We are recruiting a Lead Chaperone to work on our 2026/27 pantomime production of The All New Adventures of Peter Pan. Rehearsal starts on 16th November 2026, and performances run from 5th December 2026 to 3rd January 2027

The Lead Chaperone supports the junior ensemble and the chaperone team during rehearsals and performances at Norwich Theatre. This involves taking part in chaperoning duties yourself, supervising the team of chaperones, providing duty of care to the children and ensuring compliance with performance licensing conditions.

Key responsibilities

License application and management

- Collate and coordinate all documentation required for individual performance licences for each ensemble member.
- Work in collaboration with Norwich Theatre Royal to submit licence applications in good time prior to rehearsal schedule.
- Once issued, file licences accordingly and as per guidance for secure storage/GDPR regulations in collaboration with the Company Stage Manager, ensuring that this information may need to be readily accessible to key staff.
- Ensure all legislation, regulations and conditions imposed by the licensing authority are adhered to and report any concerns.

Liaising with Parents/Guardians

- Be the main point of contact with parents/guardians, communicating schedules and informing them of any changes. Pass information of schedules and changes to relevant Norwich Theatre staff for licensing purposes.
- Ensure that transport to and from rehearsals/ performances is planned with the parent/guardian with designated approved person/s for collection.

Leading the Chaperone Team

- Assist with the scheduling of chaperones for the production for auditions, fittings, rehearsals and performances.
- Brief chaperones on their role, policies and procedures, regulations and best practice at the start of the project.
- Brief relevant chaperones of each child's medical, dietary needs and any specific care plans for the children performing.
- Create track/plot sheets for each side of stage to aid the chaperone team in following the same tracks, and enabling cover more easily.
- Be in charge of paperwork and the chaperone folder, including registers and making sure medical and emergency contact information is kept up to date. safely stored, accessible only to authorised persons.

Oversee the chaperone schedule and be the first point of contact for chaperones who cannot work shifts due to illness or emergency, and find cover, including working additional shifts if another replacement cannot be found.

Chaperone Responsibilities

You will be expected to act as chaperone at rehearsals and performances as detailed below.

- Safeguard, support and promote the wellbeing of the children at all times during the rehearsal or performance.
- Use appropriate language and actions in the presence of the children and ensure the same from other adults in the vicinity.
- Listen to the views of the child and advocate for them when necessary.
- Be aware of and agree to any arrangements made for the child to travel to and from the theatre.
- Oversee children's arrival and departure at rehearsals and performances, ensuring they are signed in and out correctly.
- Remain with the children until they have been collected by the person previously agreed after the performance.
- Monitoring the health and wellbeing of the children, respond to any concerns regarding the child's wellbeing in an appropriate, proportionate and timely manner.
- Ensure the Company Manager is informed immediately if a child suffers any illness or injury at the theatre.
- Supervise and care for the children in the event of an emergency.
- Ensure the children are supervised in their dressing rooms, assist with costumes where appropriate.
- Ensure that the dressing rooms used by the children are always kept tidy and that any costumes are properly cared for.
- Ensuring the children are in the wings in time to go on stage.
- Ensure that the children are appropriately behaved during performances and rehearsals.
- Support and maintain good relationships with the adult staff, Company members and the Junior Ensemble parents and guardians.

Licence, Legislation and Policies

- Be fully aware of the conditions that form part of the license granted to the production to have the children perform.
- Ensure that all necessary working hour limits are adhered to.
- Ensure the children receive adequate rest breaks in line with licensing regulations
- Ensure all legislation, regulations and conditions imposed by the licensing authority are adhered to and report any concerns.
- Ensure ID badges issued by NCC or similar are worn at all times whilst on the premises.
- Co-operate with officers of the Local Authority who may enter the premises where a performance is taking place to ensure children performing are properly supervised and cared for and correct records are being kept.
- Comply with all Norwich Theatre policies including Safeguarding, Equal Opportunities, Health and Safety, IT, Data Security and Protection.
- Keep up to date with legislation and regulations that apply to licensing and child protection.

Organisational Wide Responsibilities

- To demonstrate and promote our core values of Creativity, Impactfulness, Honesty, Kindness, Inclusivity and Bravery
- To seek to advance Norwich Theatre’s vision “To make all of our Creative Experiences have wide reaching positive impact.”
- To ensure you are always an ambassador for Norwich Theatre’s mission: “To provide creative experiences, rooted in the art of Performance and secure in our sense of Place, which generate positive impact for all People and inspire Prosperity in all its forms.”

Person Specification

	Essential	Desirable
Experience & Knowledge	<p>Hold a Chaperone Licence issued by Norfolk County Council or similar</p> <p>Experience of chaperoning children in a theatrical environment</p> <p>Knowledge of current safeguarding regulations</p> <p>Ability to lead and supervise a team of chaperones in a fast-moving environment</p> <p>Ability to plan team workload and implement a plan</p> <p>Ability to work as part of a team</p>	<p>Experience of working in the arts or a theatre environment in an alternative role</p> <p>Experience in rota creation and maintenance</p>
Attributes	<p>Ability to work as part of a team</p> <p>Capacity to remain calm under pressure</p> <p>A friendly and approachable manner</p> <p>Reliable with good timekeeping</p> <p>To have an organised and flexible approach to work</p> <p>Pro-active, positive, can-do attitude</p>	

Skills	Excellent communication skills	
Qualifications	A valid Enhanced DBS certificate	