

BUXTON OPERA HOUSE & PAVILION ARTS CENTRE

JOB DESCRIPTION

1. The Role of Chief Operations Officer

The Chief Operations Officer is responsible for ensuring a first class customer experience in our venues, maximising opportunities for working with local partners including the Pavilion Gardens complex, High Peak Borough Council and the University of Derby. The post-holder will lead on event planning and customer experience, whilst placing organisational health and safety, safeguarding, environmental, IT and access best practice at the core of the organisation. They will also be responsible for hospitality and service standards for both customers, visiting artists and companies and contributing to delivering business growth.

2. Key Responsibilities:

1. To report to and work closely with the CEO, leading on operational issues, both front of house and backstage, with overall control of the day to day running of Health and Safety, Human Resources and IT matters within the organisation.
2. To contribute to the Opera House and Pavilion Arts Centre (Cinema operation) being a high performing organisation and exemplary employer.
3. To contribute to planning and governance cycles through the High Peak Theatre Trust Board and sub committee meetings as required.
4. To have a leading role on the Senior Management team, and at management and departmental meetings.
5. Deputy to the Chief Executive Officer, assisting the CEO in supporting the organisation with its vision, planning and strategies.

3. Additional Functional Responsibilities:

1. To lead and implement the delivery of the Trust's Health and Safety, safeguarding, training policies and procedures throughout the organisation. To work closely with our consultants, the newly appointed RB Health & Safety Solutions Ltd, who carry out a health and safety inspection and audit and also advise on training needs.
2. To manage the provision of IT support within the organisation, including the organisation, including the relationship between the Opera House and its current provider ensuring an excellent service which meets the needs of the business.
3. To manage the day to day running of HR issues working with our external provider when necessary.

STRATEGIC:

1. To develop effective management and functioning of the Operations Department.
2. To develop and implement Customer Experience strategies, leading innovative programmes with staff and volunteers to establish and maintain excellent quality and standards.

3. To work with the Operations Department to define and implement performance tracking and service delivery. To continually develop Secondary income strategies to increase turnover and margins.
4. To develop and deliver the Trust's sustainability agenda, developing an Environmental Strategy.
5. Working alongside all departments to implement a Customer Service Strategy and Access policy including the standard of care for visiting companies and artists.

MANAGERIAL:

1. Working alongside the Operations Department to lead staff, stage door operations and volunteers in providing the best experience for customers, visitors and visiting artists and companies.
2. To mentor and lead team meetings with the Operations Department, front of house staff, stage door staff and other personnel as required.
3. To lead regular Health and Safety meetings with staff as required.
4. To manage operational budgets and contribute to revenue targets.
5. To ensure compliance with the Licensing Act and other relevant legislation pertinent to the role including licensing renewals and variations.
6. To co-ordinate with the Operations team and to provide cover for the Volunteer Co-ordinator and Front of House Manager during periods of absence and other eventualities affecting the continuity of the business, including key holder and emergency response and call outs.
7. To fulfil duties as assigned by the Chief Executive Officer
8. To be the Designated Premises Supervisor.

4. Person Specification

Essential – The post- holder must	Desirable – The ideal post-holder will
Have strong experience in theatre management and collaborative working relationships.	Hold a degree level qualification in Event Management, Facilities Management, Customer Service, Hospitality or similar discipline. Have experience in other leisure services such as a cinema operation
Have at least five years’ experience in developing and leading successful delivery of Health and Safety and Environmental strategies throughout the entire organisation in mid- or large-scale venues.	Hold a NEBOSH National General Certificate or similar Health and Safety and/or Environmental Qualification (NVQ Level 3, CQF/CQFW Level 3, EQF Level 4, SCQF Level 6, NFQ IE Level 5). Hold a current First Aid Qualification
Have at least five years’ venue operations management experience with demonstrated effectiveness in delivery of a customer service strategy, and of bars and hospitality management resulting in an increased secondary contribution.	Hold a relevant NVQ Level 3, CQF/CQFW Level 3, EQF Level 4, SCQF Level 6, NFQ IE Level 5 qualification.
Be a meticulous, logical, organised planner with a high level of attention to detail, fully conversant with the principles of theatre and music event management, incident and contingency planning, the relevant legislative framework, best practice and quality standards.	Have undertaken vocational customer service, Licensing and hospitality retail training; and to have experience of planning work experience, internships, and training courses. To be a Personal Licence Holder.
Be able to demonstrate detailed knowledge and have experience of working to deliver best practice in access, equality, inclusion, and safeguarding.	Have experience of using a venue diary management system such as Artifax Event, EPOS, project management software and other digital tools for planning, communicating and monitoring. To have knowledge of HR processes and legislation, and safeguarding practises.
Be numerate with experience of managing complex budgets, being proficient in devising and using spreadsheets to create work-flows, to systematise and monitor the numerical aspects of the role, and to present high level reporting.	Have experience of developing policy in these areas, and of relevant quality standards.
Have excellent communication/liaison skills in written and oral work, and be fully conversant	Be an “IT native” with an aptitude for learning new software, and for using the

with using general Office IT to devise efficient systems and workflows for staff, stock, and information management, and to produce reports and presentations.	advanced functionality in general Office software.
Have a high level of enthusiasm for theatre, cinema and the promotion of community engagement within the arts.	Have specialist artform expertise, knowledge or contacts.
Have ability to influence and gain commitment from colleagues, peers and the team, providing strong leadership and collaboration; and to create strong professional relationships with stakeholder organisations.	Be able to demonstrate an excellent understanding of working with volunteers as well as professional staff.

In addition to the summary of desirable and essential characteristics above the candidate must be able to demonstrate at interview their abilities in the following areas:-

Style:

- Creative and innovative thinking in relation to problem solving
- Resilience and an ability to work on own initiative and effectively as part of a team and leadership role.
- Creating an open, positive and collaborative environment to enable staff to succeed whilst ensuring effective and efficient running of their departments.
- Providing effective leadership and values, passing on own skills and knowledge where possible.

Communication:

- Excellent communication skills, with the ability to deal effectively with people at all levels of High Peak Theatre Trust.
- Ability to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary.
- Accurate standards of written and verbal communication

Adaptability and flexibility:

- Ability to generate new ideas and make suggestions for change.
- Remaining resilient whilst working under adverse or conflicting demands.
- The ability to respond and adapt to changing circumstances.

Customer Focus:

- Excellent customer service and the ability to deliver a customer service culture throughout the organistaion
- Understanding of customer / client needs and the ability to provide satisfaction.
- Understanding and valuing the interests of a wide range of audiences.
- Ability to give timely advice in response to enquiries from customers / clients.

Planning and Organising:

- The ability to work well under pressure.
- A proven ability to manage and meet conflicting deadlines.
- The ability to deliver workloads within deadlines and to agreed standards.
- Responding positively to changing priorities.

Teamwork:

- Ability to effectively delegate, monitor performance and motivate.
- Seeking input and ideas of colleagues in all departments to make best use of expertise and improve team performance.

5. Terms and Conditions

Title:	Chief Operations Officer
Employer:	High Peak Theatre Trust Ltd
Responsible to:	Chief Executive Officer
Responsible for:	Implementing H and S, IT and HR issues throughout the organisation Front of House Manager Volunteer Co-ordinator Senior Housekeeper Duty Managers & Assistant Duty Managers Paid Venue Assistants and Cinema Welcome Team Housekeeping Staff Bars and Front of House Volunteers
Senior Management Team:	<ul style="list-style-type: none"> • Head of Finance • Head of Technical • Head of Programming, Learning and Participation • Head of Marketing and Audiences
Probation period:	6 months
Notice period:	3 months on either side
Salary:	Negotiable
Holidays:	25 days plus statutory holidays
Hours:	Full time, permanent, 40 hours per week
Location:	The normal place of work is Buxton Opera House, the Pavilion Arts Centre, the offices at 5 The Square, or any reasonable location dependent upon the requirements of the post, with occasional travel. The post-holder will be expected to be willing to relocate if necessary.
Pension Scheme:	3% contribution matched by the Trust