

# BUXTON OPERA HOUSE & PAVILION ARTS CENTRE

## JOB DESCRIPTION

### PERSON SPECIFICATION

Job Title:	Head of Operations
Department:	Operations
Reporting to:	Chief Executive
Responsible for:	<b>Volunteer Co-ordinator, Front of House teams, Maintenance team, Housekeeping team and Health and Safety.</b>

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### Position Summary

The Head of Operations is responsible for ensuring a first-class visitor experience in our venues, maximising opportunities for working with local partners, including the Pavilion Gardens complex, High Peak Borough council, the Crescent Trust and University of Derby. They will be responsible for leading on the management of events and enhancing the experience of visitors in our venues, whilst placing organisational Health and Safety, safe-guarding, environmental, IT and access best practice at the core of the organisation. They will also be responsible for Health & Safety across the organisation, hospitality and service standards for audiences, visiting artists and companies whilst also contributing to delivering business growth.

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## JOB DESCRIPTION

### KEY ROLE RESPONSIBILITIES

#### *Health & Safety and IT*

- Accountable for the overall Health and Safety of the organisation, initially ensuring compliance with a post COVID environment and responsible for overseeing the successful implementation of COVID secure measures.
- Lead and implement the delivery of the Trust's Health and Safety, safeguarding, training policies and procedures throughout the organisation.
- Work closely with our consultants, RB Health and Safety Solutions Ltd, who carry out health and safety inspection and audits and also advise on training needs, with a particular focus on a post-Covid environment.
- Manage the provision of IT support within the organisation including the relationship between the Opera House and its current IT provider, ensuring an excellent service which meets the needs of the business.

- Lead Health and Safety meetings with staff as required

### ***Strategic Responsibility***

- Report to and work closely with the CEO, as the lead on operational issues, both front of house and backstage, with overall responsibility for the day to day running of Health and Safety, Visitor Experience and IT matters within the organisation.
- Maintain effective management and functioning of the Operations Department
- Develop and implement Customer Experience strategies, working closely with colleagues in Communications, Marketing & Fundraising, and leading innovative programmes with staff and volunteers to establish and maintain excellent quality and standards in our venues.
- Manage the operational budgets and ensure their contribution to revenue targets,
- 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.
- Work alongside all departments to implement a Customer Service Strategy and Access policy including the standard of care for visiting companies and artists.

### ***Leadership and Management***

- Oversee the day-to-day management of the Front of House, Maintenance and Housekeeping teams, ensuring all areas of the departments are staffed and resourced to a consistently high standard.
- Manage the performance of staff in line with the company's staff development and appraisal processes and procedures, working with our external provider when necessary and escalating issues in a timely and effective manner.
- Work in collaboration with the Operations Department, leading staff, stage door operations, and volunteers in providing the best experience for audiences, visitors, artists and companies.
- Lead team meetings with the Operations Department, front of house staff, stage door staff and other personnel as required, and to mentor staff as appropriate to ensure continuous skills development.
- Ensure compliance with the Licensing Act and other relevant legislation pertinent to the role including licensing renewals and variations,
- 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, emergency response and call outs.
- Be the Designated Premises Supervisor.

### ***General***

- Contribute to the Opera House and PAC (Cinema operation) being a high performing organisation and exemplary employer.
- Contribute to planning and governance cycles through the High Peak Theatre Trust Board and sub-meetings as required.

- Be a key member of the SMT plus play an active part in management and departmental meetings.
- Assist the CEO in supporting the organisation with its vision, planning and strategies.
- Develop and deliver the Trust's sustainability agenda, through an effective Environmental strategy.
- Uphold the principles of, and adhere to, company policy and procedures relating to General Data Protection Regulations and to ensure that all data is dealt with in accordance with current legislation.
- Take reasonable care of your own Health and Safety and that of others who may be affected by your actions.
- Comply with and uphold the principles of relevant legislation and company policies and procedures.
- Be an ambassador and advocate for Buxton Opera House and promote the company values and behaviours.
- Undertake any additional tasks as may reasonably be required from time-to-time.

The postholder will be required to work from the theatre in Buxton. It is a requirement of Buxton Opera House that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The Head of Operations will be required to work weekends and evenings from time-to-time for which time off can be taken in lieu. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

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## **PERSON SPECIFICATION**

**Essential: the successful candidate will meet the majority of these requirements.**

### ***Experience***

- Broad general management experience across a full range of business functions and systems, including strategic development, planning and budgeting.
- Demonstrable experience in developing and leading successful delivery of Health and Safety strategies in mid – large scale venues.
- Experience in driving secondary income streams within a theatre, leisure or visitor attraction environment.
- Experience in procurement, tendering and contract negotiation.
- Experience of working in a senior management role within a similar sized organisation.
- Experience of leading customer-facing teams and devising and maintaining customer service strategies and standards.

### ***Skills and Knowledge***

- High level business acumen, problem solving, project management and creative resourcefulness.
- Thorough understanding of statutory health and safety requirements.
- Talent for managing multiple projects concurrently and solving complex problems.
- Exceptional people management and team leadership skills with the ability to use a number of leadership styles effectively.

- Evidence of ability to consistently make good decisions through a combination of analysis, experience and judgment.
- Strong communication skills - presentation, written and verbal, and be fully conversant with using Microsoft office.
- Be numerate with experience of managing budgets, using spreadsheets and presenting high level reports.
- Ability to develop robust business and strategic plans.
- Ability to delegate whilst maintaining personal responsibility.
- Ability to influence and gain commitment from colleagues, peers and the team, with the ability to create strong professional relationships with stakeholder organisations.
- Understanding of RIDDOR procedures

### ***Education, Training and Qualifications***

- IOSH Managing Safety, or demonstrable equivalent experience.

### ***Personal Attributes***

- A commitment to championing diversity at every level of the organisation with knowledge of a diverse range of cultures and a proven ability to work with people from a wide variety of backgrounds.
- A leader who is able to think strategically, anticipate future trends and their consequences and incorporate these into the organisational plan.
- Exceptional capacity for managing and leading people and building organisational and staff capacity.
- A commercially minded person with ability to encourage ambition, innovation and a culture of entrepreneurialism whilst managing risk.
- A strong team player and communicator, who will work in partnership with other senior managers to achieve joint objectives.
- A commitment to achieving high standards with the resources available.
- Flexible approach to working, including the ability to work unsocial hours.
- Commitment to the work of the theatre.
- An action-oriented person who enjoys working hard and looks for challenge.
- Ability to manage multiple stakeholder relationships.

**Desirable: the successful candidate should meet some of these requirements.**

### ***Experience***

- Experience in management of ICT function.
- An understanding of managing bars and front of house operations in a theatre.
- Knowledge of and interest in the theatre industry
- Experience of working within an entertainment, leisure, tourism, retail or catering environment.
- Experience, or understanding of, working within a cultural organisation and/or the charity sector.
- Experience of using a venue diary management system such as Artifax or EPOS or similar.

**Skills and Knowledge**

- Understanding of COSHH
- Experience of management of Data Protection/GDPR

**Education, Training and Qualifications**

- NEBOSH Health and Safety
  - Personal Licence Holder
  - First Aid at Work
  - SIA
  - Qualification in Leadership and Management
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**SUMMARY OF TERMS**

<b>Contract</b>	Full time, permanent (40 hours per week)
<b>Start date</b>	We would like the successful candidate to start in post as soon as possible, accepting that notice may need to be worked.
<b>Salary</b>	Up to £38k per annum (depending on experience)
<b>Probation period</b>	6 months with one month's notice on either side
<b>Notice period</b>	Following successful probationary period, 3 months on either side
<b>Pension</b>	Auto enrolment
<b>Holidays</b>	25 days plus 8 days bank holiday per annum

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