

BUXTON OPERA HOUSE & PAVILION ARTS CENTRE

Head of Operations

Buxton Opera House, Buxton

Up to £38,000 per annum depending on experience

Full time, permanent

Buxton Opera House is a beautiful Edwardian theatre and one of the country's finest examples of Frank Matcham theatre design. Under the leadership of Paul Kerryson, CEO, Buxton Opera House has become one of Britain's leading receiving theatres. Our programme comprises around 450 performances each year including dance, comedy, children's shows, drama, live music, pantomime and opera, whilst the recently opened Buxton Cinema in the adjacent Pavilion Arts Centre presents over 600 screenings each year. The Opera House is also home to the renowned Buxton International Festival, now celebrating its 40th year, as well as a lively Fringe Theatre and Community and Education Programme.

Whilst COVID-19 has, like all theatres and cultural organisations, had an impact on Buxton Opera House, we are determined we will recover from the impact of the pandemic and the role of Head of Operations will be key in achieving this. As a member of the senior management team, the postholder will be responsible for ensuring a first-class visitor experience in our venues including leading on the management of events and increasing revenue from secondary income streams as well as the health, safety and well-being of all visitors, staff and creatives. This role is accountable for Health and Safety across the organisation.

The postholder will have previous experience of working in a senior management role within a similar sized organisation as well as devising and maintaining customer service strategies and standards. A thorough understanding of the statutory Health and safety requirements alongside strong communication skills and stakeholder management are key for this role. Experience of working within an entertainment, leisure, tourism, retail or catering environment is desirable, but not essential. We want to employ passionate, hard-working and dedicated individuals; if this is you, do consider applying to work with us even if you don't meet all the criteria in job specification – we want to hear from you.

Ideally you will start as soon as possible, but we accept that notice may need to be worked. You can find out more about the role and working at Buxton Opera House by visiting our website [HERE](#). If you are curious about whether this role might be for you and would like to know more, please contact Paul Kerryson at pkerryson@boh.org.uk to arrange an informal chat.

If you feel you have the skills suitable for this role and wish to apply, please submit a covering letter setting out why you are suitable and why you want to work at Buxton Opera House (no more than one page) along with your CV to recruitment@boh.org.uk.

Closing date for applications: 5pm, Monday 22 February 2021

First stage interviews: w/c 1 March 2021

Second stage interviews: w/c 8 March 2021

We are strongly committed to diversity. We strive to recruit, retain and advance people of all backgrounds and particularly encourage applications from individuals who are underrepresented in the cultural sector.