



DEPUTY OPERATIONS MANAGER

Job description

Department: Operations

Responsible to: Operations Manager

Responsible for: Visitor Services Assistants, Volunteer Team

Contract type: Full time, permanent

Salary: £28,000 per year

Level 3 SMT
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

Woolwich Works is a new landmark cultural hub for London, housed in five historic buildings on the Royal Arsenal and set to open in 2021. Following a multi-million pound refurbishment by the Royal Borough of Greenwich, our spaces will include a stunning 1500m² former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard, and a café and bars. We'll be home to a number of world class resident artistic companies, including Chineke! Orchestra, the National Youth Jazz Orchestra, Luca Silvestrini's Protein and internationally renowned theatre company, Punchdrunk.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're working to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

ABOUT THIS JOB

The Deputy Operations Manager will support the Operations Manager in delivering the smooth running of the venue. They will be responsible for the duty management of the premises, working significantly during evenings and weekends on a full-time basis, and will oversee the welcome desk team and volunteers.

Our buildings include a 1,500m² flexible, flat floor performance and event space; five studios suitable for rehearsal, performance and recording; three rehearsal and education studios; two events, exhibition and function spaces; two large public foyers; bars; a café; an outdoor courtyard; and associated ancillary support facilities such as dressing rooms, workshops, green rooms and offices. The Deputy Operations Manager will be responsible for supporting a wide range of activities including performances, rehearsals, workshops, meetings, weddings, parties and commercial events.

Is this job for you?

We're looking for someone with experience of duty managing mid- to large-scale venues, who is proactive at problem solving, as well as experienced in being the first point of contact for both the permanent and casual staff, as well as the volunteer team. You'll have venue-based health and safety management experience and you'll be comfortable working safely and effectively in a flexible, multi-arts venue – including managing the safety and compliance interface with visiting shows and events. You'll be comfortable working in the evening

and on weekends on the floor for the majority of your working week and used to administering rotas when necessary.

How to apply

Please visit our website <https://www.woolwich.works/jobs-and-opportunities> to complete the online application form no later than 23.59 on Sunday 11 July 2021 (the 'closing date'). Please ensure you include the job reference DOM - 01 on the application form. If you can't complete the form electronically, we can arrange an alternative version for posting - please contact us by phone to arrange.

Interviews for this role are expected to take place on Thursday 15 July 2021, and will be held in person at Woolwich Works.

CVs won't be accepted as an alternative to completing the form, but if you're unable to complete a written application for any reason please either email us on jobs@woolwich.works or call (020) 8987 8097 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We are receiving an incredibly high number of applications for all of our roles. We will provide specific feedback for applications, but please bear with us; we will do this as soon as we can. We will always let you know if you have been unsuccessful and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically diverse backgrounds, and those identifying as D/deaf or disabled.

RESPONSIBILITIES

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to a Competency Framework. This is a Level 2 (Manager) position.

1. To support the Operations Manager in ensuring that the visitor services teams provide a high standard of visitor experience to internal and external clients and the general public, working in line with the Woolwich Works Competency Framework and with a positive and proactive culture.
2. To support the Operations Manager in health and safety matters in respect of all front of house, bar and catering operations and audience management, ensuring that safe ways of working are maintained.
3. To be responsible for the duty management of the premises, maintaining a visible presence front of house, assisting visitors, supporting staff and ensuring that the venue is appropriately prepared and well-presented, including directing other departments and directly facilitating venue turnarounds and taking general responsibility (beyond the immediate department) for ensuring that the venue operates in a safe and compliant manner.



4. To deal with in-person feedback and complaints from members of the public in a timely and professional manner and resolve issues where possible, or escalate to the Operations Manager in line with the Complaints Handling Procedure if an issue cannot be resolved.
5. To give daily briefings to the visitor services team as well as conduct training in visitor experience, fire evacuation procedures and responsibilities.
6. To be a first aider and fire marshal, and to administer first aid to members of staff, visitors and the general public as required.
7. To deputise for the Operations Manager as and when required.
8. To contribute to our Step-Up programme by:
 - a. developing and delivering learning and development relevant to your skills and expertise and mentoring and coaching other team members and members of the local creative community and other creative organisations;
 - b. leveraging relationships with contacts, partners and peer organisations to deliver learning, development and work experience opportunities.

General responsibilities

1. To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal and Duty Manager if required by the Operations Director or Chief Executive.
3. To accommodate, support and encourage work experience placements, interns and apprentices.
4. To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
5. To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
6. To be responsible for undertaking training and development as required to meet the needs of the organisation.
7. To always act in the best interests of the Trust, and in line with all company policies.
8. To undertake any other duty in line with the level of the job as may be required by the Operations Director.



PERSON SPECIFICATION

We'll decide whether to invite you for an interview by reviewing your application against the responsibilities above and the skills below.

Essential skills and experience

- A. A proven track record of delivering excellence in visitor experience
- B. A positive problem-solver: flexible, adaptable and solutions-driven
- C. Experience of delivering visitor experience training to casual staff and volunteers
- D. Health and safety management experience
- E. An experienced, capable and confident people manager with high levels of emotional intelligence
- F. Good written and verbal communication skills
- G. Good IT skills – confident with all Microsoft Office applications
- H. Passionate about people, communities, diversity and inclusion

Desirable skills and experience

- A. Experience of successfully duty managing live music events
- B. Security management experience
- C. NEBOSH General Certificate, IOSH Managing Safely qualification or equivalent
- D. First Aid at Work qualification
- E. Experience of using Artifax event management software
- F. An in-depth knowledge of the Royal Borough of Greenwich

If we invite you for an interview, we'll explore your suitability for the job based on the contents of your application, this job description and our Competency Framework.

CONDITIONS

- Hours:** Typically 40 hours per week on average, scheduled on a flexible rota over five of seven days (including evening and weekend working). This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
- Location:** You'll be based in Woolwich, south-east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.



Holiday:	Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).
Probationary period:	Six months
Notice period:	<p>Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one month's notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be four months.</p>
DBS check:	You must tell us about any unspent criminal convictions when applying for this job, and undertake an enhanced Disclosure and Barring Service ('DBS') check if appointed (and at least annually thereafter). Having a criminal record will not necessarily bar you from working with us, but we will consider the nature of any disclosed convictions and their relevance to the job and the Trust. If you don't disclose information relating to unspent convictions, we'll withdraw any offer of employment that we may subsequently make, or terminate your employment.
References and right to work:	<p>Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact.</p> <p>You must have the legal right to work in the UK.</p>

From the Royal Borough of Greenwich, for everyone.

Founder:

