



HEAD OF OPERATIONS

Job description

Department: Operations
Responsible to: Operations Director
Contract type: Full time, permanent
Salary: £43,000 per annum
Line manages: Venue Operations Manager
Visitor and Artist Liaison
Operations Coordinators

Level 4 SMT
Level 3 Head of Dept.
Level 2 Managers
Level 1 Team members

ABOUT WOOLWICH WORKS

Woolwich Works is a multi-million pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m2 former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard and a beautiful, buzzing café bar. We're home to a number of world class resident artistic companies, including Carlos Acosta Dance Foundation, 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.

ABOUT THIS JOB

The Head of Operations is responsible for the day-to-day running of Woolwich Works' venues and other facilities. They are responsible for developing standard operating procedures and ways of working, oversight of the rostering the building, managing and supervising staff in venue management and visitor services as required to support the safe and successful operation of the site in line with budgets and directions set by the Operations Director or Director. They are responsible for security and safety management arrangements and will manage and direct the security contractor and key maintenance contractors. They have general responsibility for delivery of the visitor experience and for ensuring that the buildings are well-presented and ready on time.

The Head of Operations is a hands-on role that will share the majority of duty management responsibilities with the Venue Operations Manager and Visitor and Artist Liaison Manager, and will be responsible for supporting a wide range of activities including performances, rehearsals, workshops, meetings, weddings, parties and commercial events. Although this role has overall

management responsibilities, it isn't an 'office job' and the postholder will be expected to actively manage the building and support its users and visitors when on shift, and specifically to duty manage larger performances and events – which will include some evening and weekend working.

Is this job for you?

We're looking for somebody with significant experience as a Head of Operations, Operations Manager, Venue Manager (or equivalent) in mid to large scale live entertainment venues. Experience of duty managing significant live music performances would be an advantage. You'll be used to overseeing both permanent and casual staff – not only administering the department but also providing clear and meaningful leadership, management and support. You'll have significant venue 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 equally comfortable at a desk and on the floor, with good instincts as to where you'll be most effective at any given time.

How to apply

To apply for this role please visit our website, www.woolwich.works/jobs-and-opportunities. You will be directed to our portal to complete the online application no later than 23.59 on Sunday 10th November, 2024 (the 'closing date').

If you're unable to complete an application for any reason please either email us or call (020) 8035 8835 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 aim to give feedback to anybody who requests it but due to the high number of applications we receive it may take us some time to do so. 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 but we reserve the right to close this application early.

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

1. To be responsible through delegation to the Visitor and Artist Liaison Manager and Venue Operations Manager for rostering Operations staff in Housekeeping, Visitor Services and Venue Management, working to guidelines set by the Director and responding to the programme, activity and needs of other departments. To allocate staff appropriately ensuring that their experience is commensurate with the demands of any given event and working to ensure that staff have balanced working patterns wherever possible.
2. To be responsible for the management and booking of security (via the approved and competent contractor) for all events, productions and hires, ensuring suitable numbers and direction for a safe and secure operation.



3. Responsibility for the Stage Door team staffed by the Operations Coordinators. Oversight of the full operation to include, but not limited to, overall welcome to the building, general support to the operations department and wider team, building security and checks, postage and delivery management, and locking / unlocking procedures.
4. To have overall responsibility for the success and delivery of the front of house volunteer scheme through delegation to the Visitor and Artist Liaison Manager.
5. To ensure that the visitor services teams provide a high standard of customer service 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.
6. To be the Health and Safety Coordinator, supporting the Operations Director in the management of the Health and Safety Committee and maintaining an overview of all areas of operations such as to ensure a consistent and comprehensive approach to health and safety management, acting as a health and safety champion.
7. To be responsible for health and safety in respect of all front of house, bar and catering operations and audience management, ensuring that suitable and sufficient risk assessments, safe systems of work and standard operating procedures are in place; and reviewing and commenting upon event and contractor health and safety documentation.
8. To be responsible for general venue accessibility and to appoint one or more internal 'access champions' to ensure that standards are maintained.
9. To act as Duty Manager as considered appropriate when preparing rosters or as required by the Operations Director or Director, 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. Specifically, to duty manage shows and events that are high risk, high value or from which long-term learnings can be gained.
10. To ensure that events and performances are appropriately staffed and serviced such as to ensure that standards of service delivery are met within budget, providing quotations and information as required by the Events and Programming teams.
11. To be responsible for the management and maintenance of the Building Management System and access control system, ensuring that each are appropriately programmed in accordance with guidelines set by the Operations Director or Director.
12. To manage the Mechanical & Electrical; alarms, CCTV and access control; lifts; and washroom services contractors ensuring that the relevant equipment and services are well-maintained and achieving best value for the Trust.
13. To be responsible for the site-wide radio system.
14. To deal with feedback and complaints from members of the public in a timely and professional manner and resolve issues where possible or escalate to the Operations Director in line with the Complaints Handling Procedure if an issue cannot be resolved.



15. To ensure good internal communication between the Operations teams and other departments, ensuring that information is inputted and extracted appropriately and consistently to the venue and event management application and other systems as may be required, and attending Operations Meetings, Staff Meetings and event / production meetings as required.
16. To hold a Personal Licence and to authorise members of staff to sell alcohol, ensuring that they have been suitably trained and inducted. To act as Designated Premises Supervisor if required by the Director.
17. To be responsible for the provision of first aid equipment and first aiders across the organisation, ensuring adequate coverage and training, and to be a first aider and fire marshal, and to administer first aid to members of staff, visitors and the general public as required.

General responsibilities

1. To champion and promote the values and behaviours of Woolwich Works, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
2. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Director.
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 or 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.

Minimum requirement

(Please note that if you cannot demonstrate that you meet this minimum requirement, your application will not proceed through shortlisting.)



- Significant experience as a Head of Operations, Venue Manager, Theatre Manager (or equivalent) in mid to large scale live entertainment venues (similar experience outside of a live entertainment environment will not be accepted).

Essential skills and experience

- A. An experienced, capable and confident people manager with high levels of emotional intelligence, an eye for detail and an excellence reflex, backed up by significant experience of successfully leading and managing large teams of operational staff
- B. A proven track record of delivering excellence in visitor experience
- C. Significant health and safety management experience, backed up by relevant training and / or qualifications
- D. A positive problem-solver: flexible, adaptable and solutions-driven
- E. Contractor management and building management experience
- 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 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 regular evening and weekend working). This role will include regular evening, weekend and bank holiday working for which no additional payment will be offered.

Location: You'll be based in Woolwich, southeast London. 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: Prior to receiving written confirmation of the satisfactory completion of the probationary period, either you or the Trust can terminate employment by giving one week's notice in writing.

Following satisfactory completion of the probationary period, the notice period will be three months.

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: 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. You must have the legal right to work in the UK.

From the Royal Borough of Greenwich, for everyone.

Founder:

