



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 seamless day-to-day management of Woolwich Works' venues and facilities, ensuring the smooth execution of all activities across the site. This includes developing and implementing standard operating procedures (SOP's) to ensure efficient operations and overseeing the scheduling of staff for venue management and visitor services, and ensuring the site operates safely and successfully in line with budgets and strategic direction set by the Operations Director or Director.

The Head of Operations takes charge of security and safety management for the site, overseeing key contractors including security and facilities & maintenance, ensuring all safety protocols are followed. This role is responsible for delivering an exceptional visitor experience, ensuring that the venues are consistently well-presented, properly prepared, and ready for use on time.

As a hands-on leader, the Head of Operations will share the majority of duty management responsibilities with the Venue Operations Manager and Visitor and Artist Liaison Manager. They

2 – Head of Operations

will support a wide range of activities including performances, rehearsals, workshops, meetings, weddings, parties and commercial events. While the role involves strategic oversight, it is far from an office-based position. The postholder will be expected to actively manage the building during their shifts, supporting staff, visitors and event participants. Specifically, the Head of Operations will duty manage larger performances and events, requiring some evening and weekend work as part of the roles responsibilities.

The scope of this role is comprehensive, covering areas such as venue management, visitor services, volunteers, housekeeping, security, facilities and maintenance, and health and safety. The Head of Operations will be instrumental in fostering an inclusive, safe, and professional environment for everyone who interacts with Woolwich Works.

Is this job for you?

We are seeking a highly experienced professional with a proven track record as a Head of Operations, Operations Manager, Venue Manager (or equivalent) in mid to large scale live entertainment venues. Experience of managing high-profile live music performances is particularly advantageous.

The ideal candidate will have a strong background in leading both permanent and casual staff – combining administrative expertise with clear, impactful leadership and support. Significant experience in venue health and safety management is essential, as is the ability to confidently handle safety and compliance issues in a flexible, multi-arts environment including interfacing with visiting productions and events teams.

This is a role for someone equally comfortable managing from a desk or being actively present on the floor, with sharp instincts for where their presence will make the most impact 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 5th January, 2024 (the 'closing date'). We reserve the right to close this application early.

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. Oversee the effective scheduling of staff across Housekeeping, Visitor Services, Venue Management, Operations Co-ordinators and security teams, ensuring operations needs are met and staff schedules promote balanced working patterns wherever possible.
2. Ensure the visitor services team delivers exceptional customer service adhering to Woolwich Works' Competency Framework and fostering a positive, proactive culture.
3. Manage and resolve feedback and complaints promptly and professionally, escalating complex issues where necessary.
4. Lead the Woolwich Works Volunteer programme, ensuring effective recruitment, training and support through delegation to the Visitor and Artist Liaison Manager, fostering a welcoming and inclusive environment.
5. Oversee the housekeeping team, ensuring the venue maintains a high standard of cleanliness and readiness.
6. Manage the security provision for events, productions, and hires through approved contractors, ensuring sufficient staffing and direction for safe and secure operations.
7. In collaboration with the Head of Technical, oversee the management and maintenance of all critical building systems, infrastructure and technical systems including Mechanical & Electrical, Building Management System (BMS), access control, alarms, CCTV, lifts and washrooms services ensuring reliability and cost-effectiveness.
8. Manage relationships with key contractors and suppliers, ensuring work is completed to agreed standards and within budget.
9. Coordinate preventative maintenance schedules to minimize disruptions to the venue's operations.
10. Lead on major repairs, refurbishment projects, and infrastructure upgrades, liaising with the Operations Director to plan and execute work.
11. Act as Health and Safety Coordinator, supporting the Health and Safety Committee and maintaining a comprehensive overview of all operational safety standards.
12. Implement and review risk assessments, safe systems of work, and event-specific safety protocols, ensuring compliance across all operations, including audience management, bar, and catering services.
13. Champion accessibility, appointing internal 'access champions' to uphold and improve venue accessibility standards.
14. Oversee first aid provisions and serve as a first aider and fire marshals required.
15. Manage asset registers and deployment, ensuring records are kept up to date and assets are well maintained and functional.



16. Drive excellent communication between Operations teams and other departments, ensuring consistent information sharing through venue and event management application and other systems and Operations Meetings; Staff Meetings; and event/production meetings.
17. Hold a Personal Licence, authorising staff to sell alcohol, ensuring that they have been suitably trained and inducted. Act as Designated Premises Supervisor when required.
18. Act as Duty Manager when required, maintaining a visible front of house presence, 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.

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 accommodate, support and encourage work experience placements, interns and apprentices.
3. 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.
4. To act as a first aider, fire marshal or Duty Manager as required.
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. Contractor management and building management experience
- E. A positive problem-solver: flexible, adaptable and solutions-driven
- 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 some 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:

