



OPERATIONS COORDINATOR

Job description

Department: Operations
Responsible to: Head of Operations
Contract type: Full Time / Permanent
Salary: £30,000

Level 4 SMT
Level 3 Heads 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 Operations Coordinators are the first point of contact for visitors, artists and clients both in person at our Stage Door and on the phone. They will be a key part of our security and safety procedures including locking and unlocking the buildings, and will provide administrative support to the Operations Department and wider team as required.

Is this job for you?

We're looking for friendly, responsible and motivated individuals to come join the welcoming front line of Woolwich Works. We're looking for someone willing and able to do early starts and late finishes opening the building and ensuring it's secure at night. You will be a strong team player with good time management and people skills, an eye for detail when it comes to safety and security, and a willingness to get stuck in with the day of the day of running our spaces.

How to apply

Please log into our portal <https://apply.woolwich.works/> to complete the online application form no later than 23.59 on Sunday 6th October, 2024 (the 'closing date').

Interviews will be held on Wednesday 9th and Thursday 10th October, 2024 so please be available for these days.

If you're unable to complete a written 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.

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 work from the Stage Door area.
2. To be the first point of call for security of the venue including venue patrols both internally and externally.
3. To be a Main key holder and depending on shift, open stage door or lock-up and secure the building.
4. To carry out facilities checks daily and monthly including but not limited to maintenance walk rounds, extinguisher checks and flushing, and to troubleshoot facilities issues, and liaise with contractors and with the Head of Operations.
5. To follow security and clocking in procedures to ensure appropriate personnel enter at Stage Door.
6. To initiate emergency procedures, to limit the effects of fire and other threats to life and property as applicable, in line with Company procedures.
7. To operate the switchboard and voicemail system, taking messages where appropriate in order to offer a high standard of service to customers and staff.
8. To provide information to visiting personnel, artists, clients, volunteers, staff and customers.
9. To welcome visiting companies and clients as first point of contact on site and liaise with Events, Operations and Technical as required.
10. Receive, sort and distribute incoming mail and deliveries, ensuring that it is logged, signed for and distributed efficiently.
11. To control the distribution and collection of keys and door passes including programming of cards.
12. Access CCTV system as required including finding / reviewing footage and sharing when appropriate.
13. To handle First Aid enquiries, perform First Aid Kit checks and supply First Aid materials.



14. To maintain records relating to lost property.
15. To assist all departments with general administration as instructed by the Head of Operations.
16. To liaise with other Operations Coordinators and the Head of Operations to complete Stage Door rotas.
17. To clear dressing rooms, green room and other local spaces between events and assist with room set ups as required.

General responsibilities

1. To act as a first aider, fire marshal or Duty Manager if required by the Operations Director or Director.
2. 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.
3. 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.
4. To be responsible for undertaking training and development as required to meet the needs of the organisation.
5. To always act in the best interests of the Trust, and in line with all company policies.
6. To undertake any other duty in line with the level of the job as may be required.

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

- Computer literate
- Ability to work well as part of a small, dedicated team
- To be flexible in terms of hours, days and shifts
- Strong communication and inter-personal skills
- Good time-management skills and ability to multi-task
- Good people skills with a polite and personable manner

Desirable skills and experience

- Previous experience in a Stage Door or Reception Department in a performing arts venue
- Experience in facilities supervision
- Experience in a security-based role
- Experience in fire alarm systems
- Experience with phone switchboard systems
- Experience in arts administration
- First aid trained
- SIA trained



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 week's notice in writing.</p> <p>Following satisfactory completion of the probationary period, the notice period will be two 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:	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:

