

Job Description

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| Title: | Operations Manager |
| Line Managed by: | Head of Operations |
| Overall responsibility: | Management of site & facilities |
| Line reports: | Duty Managers, Programme and Facilities Coordinators, Building Maintenance Officer |
| Contract/Hours: | 1-year fixed-term contract, with the possibility to extend. 35 hours per week, occasional evenings and weekends. |
| Salary: | £33,500 |
| Holiday Entitlement: | 30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1st September up to a maximum of 35 days per annum. |

About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years, we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. Our national role increasingly sees us supporting and mentoring circus artists and organisations nationwide as we seek to develop and mature our remarkable art form. We also run high-profile corporate events and hires to further increase our revenue.

PURPOSE OF THE ROLE

The Operations Manager has primary responsibility for the day-to-day management of the building, its front-facing teams, and visitor experience. They ensure all users find the National Centre welcoming, hospitable, and fit for purpose. They play a key role in managing operations, for example, managing service contracts, line managing our front-of-house team, and supporting the Head of Operations in implementing our H&S policies.

MAIN RESPONSIBILITIES

Building Management

- Provide a welcoming, inclusive, safe and secure environment for building users and ensure building compliance and readiness.

- Plan and manage maintenance with the Head of Operations and provide support in compliance areas such as building inspections and fire safety.
- Administer building and maintenance budget, managing purchasing for day-to-day repairs and maintenance.
- Support environmental policy implementation, promote recycling and energy efficiency and include environmental considerations in decisions.
- Manage building access systems and security management.
- Provide basic IT support, onboarding and escalating issues to our external IT partner. Manage networking, phone, and VOIP systems on a day-to-day basis.
- Act as the senior responsible person/manager in the absence of the Head of Operations.

People Management

- Line Manage Duty Managers, Programme & Facilities Coordinators, and Building Maintenance Officer. Including recruiting, induction, training and annual appraisals.
- Create staffing rotas and ensure appropriate cover and front-of-house operations. Lead building operations and planning for operational staffing for commercial and corporate events and occasional performances.
- Manage contractors appropriately, ensure procedures are correctly followed, and work is undertaken within budget.
- Foster collaboration within Operations and across all programme teams.
- Act as Duty Manager as needed.

Hires, Leasing and Customer Service

- Coordinate commercial events with Hires and Technical teams and facilitate hires with Commercial and Technical teams, ensuring the building is appropriately staffed and managed safely.
- Plan and manage the front-of-house function for events, hires and in-house productions.
- Oversee and manage leased office workspaces and ensure tenants' compliance with agreements and policies.
- Administer and prepare tenancy agreements and assist in sourcing and settling in new tenants.

Health & Safety and Policies

- Be a strong leader in health & safety and its practical application in all areas of work and encourage a culture of responsibility for H&S throughout the organisation.
- Implement health and safety policies and perform health & safety inductions for all internal staff and contractors.
- Review and update risk assessments.
- Contribute to Safeguarding and Mental Health policies attending regular meetings.
- Oversee accident and incident reports, ensuring tracking, monitoring, and reporting happen regularly.
- Act as Fire Warden, manage fire safety and organise fire warden and first aid training.
- Attend Health & Safety Committee meetings.

Other Duties

- Attend a range of internal and external meetings as required.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & Reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation as determined in its mission statement.

- Such other duties (commensurate with the role) may, from time to time, be reasonably required.

NB: This post requires practical activities such as lifting and moving medium/heavy loads and scaling ladders. The post holder may also be required to work at height, training will be provided if necessary

PERSON SPECIFICATION

Experience

- A strong operations background with at least three years of working experience.
- Experience within a customer-facing environment.
- Experience in line managing staff, managing contractors and creating rotas.
- Experience of acting as a fire warden and/or first aider.
- Experience in working with and managing budgets.
- Experience in event management.

Skills

- Excellent administration & organisational skills.
- Excellent communication skills
- A general understanding of relevant health & safety legislation for a public building.
- A working knowledge of IT, including email, Windows, and Microsoft Office.
- Working knowledge of ticketing system or a CRM system and payment systems

Personal attributes

- An interest in the arts and/or education.
- The ability to keep calm under pressure.
- A practical hands-on approach coupled with a collaborative attitude.
- Understanding of and commitment to equal opportunities.
- Understanding of and commitment to environmental sustainability.