

Head of Operations: Job Description & Person Specification

Post Title:	Head of Operations (37.5 hours p/w)
Responsible to:	Chief Executive & Artistic Director
Responsible for:	Bar Manager, Chef Manager, Technical Manager, Production & Operations Support Manager, Duty Theatre Manager, Volunteers
Key contacts:	All other staff and volunteers, external suppliers and customers

Background

Based in Wavendon on the outskirts of Milton Keynes, The Stables is one of the UK's busiest and most successful music venues, promoting around 400 concerts of jazz, pop, rock, folk and world music each year in our 400-seat auditorium and 80 seat studio. It also runs around 250 education sessions annually and a busy programme of conferences and corporate events. The Stables produces IF: Milton Keynes International Festival, a 10-day international arts festival. Future plans include the promotion of events in other places and spaces.

Job Summary

As part of the Strategic Management Team, you will be responsible for the operational management of the organisation and ensure the smooth and safe running of the The Stables building including Front of House, Technical, Bar and Catering areas. You will also be expected to contribute to the ongoing development of the organisation and its emerging projects and promotions in other places.

N.B. This Job Description is designed to give you an overall view of the job and is not a definitive list of tasks.

Principal Responsibilities

1. To ensure the smooth and safe running of events at The Stables including adherence to all licensing, health and safety and fire regulations applicable to The Stables and other performance venues / projects as required
2. To maintain a high standard of customer care in liaising with visiting artists, private hirers and the general public at all times
3. To maintain Front of House systems and areas and to ensure the completion of all Front of House reports, stocktaking etc as required
4. To act as line manager for the Duty Theatre Managers and all volunteers, including the management of duty rotas, recruitment, training and motivation

5. To act as the appointed Health & Safety co-ordinator, liaising with the licensing authorities and emergency services, maintaining and developing risk assessments, and ensuring relevant training for staff and volunteers
6. To act as line manager for the Technical Manager, Production & Operations Support Manager, Bar Manager and Chef Manager, monitoring performance against targets and providing advice and practical support as required and seeking opportunities to maximise profit
7. To act as Duty Theatre Manager for The Stables and other venues as required and to be a key-holder for the building with responsibility for opening / closing the venue at appointed times and for emergency response from time to time
8. To manage contracts and suppliers as required ensuring that tight budgetary constraints and deadlines are met
9. To ensure that the buildings and grounds are safe, clean and maintained in good condition, managing external contracts as required and contributing to urgent maintenance jobs when required e.g. changing light bulbs, cleaning, minor repairs and arranging volunteers to undertake tasks as required
10. To manage the organisation's Information and Communication Technology in consultation with external contractors and support teams.
11. To deputise for the Chief Executive & Artistic Director and assist with project and venue management as required
12. To ensure that supplies are available for administration and events and that necessary services are adequately provided, e.g. cleaning, stationary, piano-tuning, first aid etc
13. To ensure that artist riders for events are provided within an agreed budget
14. To undertake any other duties as required that are commensurate with the general level of responsibility for this post

Required Knowledge and Experience

Criteria	Essential	Desirable
Educational Qualifications	<ul style="list-style-type: none"> • Good passes at GSCE level or equivalent 	<ul style="list-style-type: none"> • Evidence of training in Health & Safety, Customer Care, Business / People Management • Personal Licence Holder • Project management qualification
Job Related Experience	<ul style="list-style-type: none"> • Experience of managing contractors and negotiating with suppliers to ensure value for money • At least 2 years experience of management in a similar senior role • IT literate with experience of using Microsoft Office packages including Word, Excel and Email • An understanding of current Health & Safety legislation • Experience of managing and training staff • Excellent communications skills – written, verbal, telephone • Excellent administrative skills including record keeping • Experience of managing a budget • Experience of working in a customer service environment • Project management experience 	<ul style="list-style-type: none"> • Experience of managing volunteers • Experience of acting as a key holder with responsibility for opening / closing a public building / emergency response • Experience of managing or overseeing a bar / catering facility • An understanding of stock-taking • An understanding of profit margins and sales promotion • Experience of working within a theatre / music venue environment • ICT management experience
Personal Qualities	<ul style="list-style-type: none"> • Authoritative but personable • Methodical and tenacious • Ability to lift and move equipment and supplies • Excellent customer care skills • Ability to work as part of a team and on own initiative under pressure 	<ul style="list-style-type: none"> • A practical aptitude for undertaking odd maintenance jobs
Other	<ul style="list-style-type: none"> • Willing to undergo training • Flexible – evening and weekend work 	<ul style="list-style-type: none"> • First Aid Certificate • current driving licence and own transport

	<ul style="list-style-type: none"> • Living in or willing to relocate to within 30 minute drive time of the venue and able to meet emergency response requirements 	
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Key Terms and Conditions

The salary for this post is negotiable depending on experience, but is likely to be in the region of £30-£34k.

The post is offered as a full-time post (37.5 hours per week)

The holiday entitlement for the post is 20 days per annum pro rata (plus statutory holidays), increasing by one day per annum for every year worked up to a maximum of 25.

The job will be subject to a six-month probationary period. Upon the successful completion of the probationary period it will be a permanent position and the post-holder will be able to join our stakeholder pension scheme, to which the Stables Theatre Ltd will match contributions up to 3%, and will be eligible for bonus pay awards under the terms of The Company's performance related pay scheme.

Full terms and conditions will be made available on offer of appointment.

Applicants who wish to discuss the role in advance of application can arrange to talk to Lorraine Hack on 01908 280828 or emailing lorraine.hack@stables.org

How to Apply

Applications must be made on The Stables application form which can be downloaded from The Stables website www.stables.org or obtained from lorraine.hack@stables.org We regret that CVs cannot be accepted (no agencies please).

Completed applications should be returned no later than 9am on Tuesday 30 May.

Applications should be returned to lorraine.hack@stables.org or by mail to Lorraine Hack, The Stables Theatre Ltd, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU

If you have not heard from us within three weeks of the closing date then your application has not been successful on this occasion, and we are unable to enter into any further correspondence in relation to your application.

The Stables is an equal opportunities employer, which is actively seeking to employ people currently under-represented in the creative and cultural sector. This includes young people, ethnic minorities and people with disabilities. We would be grateful if you can also complete and return our Equal Opportunities monitoring form.