



# Job Description

**Job Title:** Operations Manager

**Department:** Audience Experience

**Grade:** D

**Location:** Barbican Centre

**Responsible to:** Senior Audience Experience Manager

**Responsible for:** Venue Managers, Assistant Venue Managers, Hosts, Tour Guides, Door Ambassadors, Crew, Contract Partners including cleaning & security

## Purpose of Post

To be one of the Operations Managers on a rota, acting as a Duty Manager in the management of the building and all events taking place within it in accordance with all statutory and licensing requirements, and acting on behalf of the Designed Premises Supervisor under the Premises Licence and a Personal Licence Holder under the Licence Act 2003. To oversee day to day activities in all buildings, managing operational requirements including resource allocation, driving the delivery of the audience strategy seeking to diversify and welcome audiences old and new. To maintain a safe and attractive environment for all visitors and users, working with colleagues in Engineering and Projects teams to deliver high standards of presentation, continual improvement and realisation of optimum space. To ensure the provision of an inclusive, efficient, effective and welcoming experience for everyone responding to the diversity of the audience. To be an exemplary role model to other members of staff, to coach and guide them to be pro-active and to provide a warm, friendly, efficient and knowledgeable experience for all our audience and customers.

## Main Duties & Responsibilities

1. To manage the building and all events taking place within it and ensure the compliance with licensing and statutory requirements: to monitor the condition of the building and that it is maintained in line with current technical standards, recording and reporting issues to the appropriate departments ensuring remedial work is actioned.
2. To oversee the day-to-day activity in all buildings, including, on a daily basis and support activity, the events & performances that take place in the venues and foyers.
3. To manage the day-to-day operational requirements for activities, including resource allocation, whilst identifying opportunities to maximise both budgetary efficiencies and income opportunities.



4. To oversee the operational service team to ensure that all events and room set-ups as requested, co-ordinating the event/booking management systems on both sites.
5. To ensure that for each event & performance the buildings and its services match the high standards of presentation expected by its audiences and customers.
6. To ensure that buildings and public spaces are maintained to high standards, reporting issues arising to relevant staff, following up reported issues to ensure work is carried out and public areas are safe, clean and tidy. This is achieved by building collaborative working relationships with colleagues in those teams who deliver services on our behalf.
7. To undertake control of the public in all areas of the business and take a leading role in the management of staff/students and public in the event of an emergency, including the decision to stop events, and evacuate the building if necessary.
8. To act as an authorised representative of the Designated Premises Supervisor/s under the Premises License in respect of all legislation and to be a Personal License Holder under the License Act 2003.
9. To maintain an in-depth understanding and knowledge of the Premises License and relevant legislation, including Health and Safety and an up-to-date knowledge of any changes to these that might affect the business' operations or events.
10. To make recommendations for service improvements in the light of any relevant legislative changes or organisational developments and draft revisions to policies, procedures, or systems as appropriate.
11. To provide a framework for the provision of excellent audience experience & operational service, student management, staff and visitor queries ensuring effective communication between stakeholders
12. To develop and foster mutually supportive relationships with colleagues within the Building & Engineering teams and across all departments and to develop close working relationships with our catering, security and cleaning partners on any matters which impact customer experience.
13. To manage all facilities related issues arising in the halls of residence in terms of the building and occupants including, allocation of rooms, inventories, inspections, student complaints, breaches of the License to Occupy, security and maintenance issues, and the management of the residential student representatives.
14. Through effective management of the Venue Managers to ensure the realization of an excellent and innovative approach to audience experience.
15. To ensure that venue sales are reconciled, and that staff adhere to accounting procedures and to be accountable for the effective management stock and trouble shooting hard and software issues.



16. To lead and direct the responder team and administer first aid if necessary. To this end, you will hold a current First Aid Certificate.
17. To take a leading role with regards to Fire Safety and the delivery of the Fire Management Plans by ensuring fire prevention and detection systems are operational and remain suitable and sufficient according to the Fire Management Plans by conducting regular inspections, test, fire drills and training including fire safety marshals.
18. To liaise with external contractors as necessary on issues in respect of the operation of fire safety systems employed at the premises.
19. To be responsible for ensuring the correct status of the fire detection system covering all including isolation and testing of the fire detection system as necessary. Ensuring that appropriate records of isolations and activation of fire detection devices (Fire Log Book).
20. To proactively promote high levels of conduct and professionalism amongst staff identifying and addressing any training needs as they arise.
21. To demonstrate a full understanding of the Purpose and Values and practices in line with business plans including the delivery of any related management plans involving supporting service excellence
22. Actively seek to implement the City of London's Occupational Health and Safety Policy in relation to the duties of the post, and at all times give due regard to the health and safety of both themselves and others when carrying out their duties.
23. Actively seek to implement the City of London's Equal Opportunity Policy and the objective to promote equality of opportunity in relation to the duties of the post.
24. To undertake any other duties that may reasonably be requested appropriate to the grade



# Person Specification

**Job Title:** Operations Manager

**Department:** Audience Experience

**Grade:** D

**DBS Criterion:** No DBS

**Security Vetting Criterion:** No security vetting is required

**Politically Restricted Post Criterion:** This post is *not* politically restricted

Please find below the qualifications, experience and technical skills required to undertake this post. Each criterion will be assessed at application (**A**), interview (**I**) or test (**T**) as indicated below.

## Professional Qualifications / Relevant Education & Training

1. Very good working knowledge of Licensing and Health and Safety Legislation as applicable to venues and facilities management with the ability to make judgements on these and instruct others according to operational requirements. (A,I)
2. Very good working knowledge of the Technical Standards for Places of Public Entertainment. (A,I)
3. Ability to act as a Duty Manager in a complex public arts venue in accordance with all licensing and statutory requirements. (A,I)
4. Ability to recommend and develop improvements to existing policies or practices in respect of venues and facilities management in accordance with legislative and organisational requirements. (A,I)
5. Holder of a current Personal License or successful completion of the relevant training within an agreed timescale. (A)
6. Holder of a current First Aid Certificate or successful completion of the relevant training within an agreed timescale. (A)
7. Excellent customer service and interpersonal skills and the proven ability to apply these in a multi-use public environment. (A,I,T)
8. Good written communication skills with the ability to draft procedural documentation and a range of correspondence relating to the management of operational activities in a multi-disciplinary arts venue. (A)
9. Excellent oral communication skills with the ability to develop and maintain effective working relationships with key internal and external stakeholders in order to resolve issues in respect of facilities and venue management. (I, T)
10. Ability to manage staff in a customer service or facilities management environment using a flexible management style which supports & encourages positive team working behaviour and leads others by example. (A,I)
11. Ability to oversee and adapt to change in a dynamic public arts venue. (I)
12. Ability to be logical and able to apply an innovative approach to problem solving. (I)
13. Proficient in the use of the Microsoft Office suite of applications. Training will be provided in the use of specific operational software. (A)
14. Well presented, positive and versatile with excellent communication skills and attention (I)



## Experience Required

1. Substantial experience of working in a multi-disciplinary art and/or educational environment overseeing venues and facilities-management operations, including security, health and safety, monitoring of maintenance work, events management etc. (A, I)
2. Venue management experience preferably in a multi-faceted arts environment, education or a hospitality/conference environment. (A, I)
3. Experience of the implementation of Health & Safety requirements in a public venue. (A, I)
4. Experience of the implementation of fire management plans. (A, I)
5. Proven ability to manage and organise the provision of high standard customer-centric resources at public events. (A, I)
6. Proven track record as an organised and efficient Manager with the ability to co-ordinate venue services and related projects with other departments and authorities. (A, I)
7. Experience and proven track record of managing, coaching and motivating a large team of staff in a multi-use public environment, and have the personal qualities to take charge of the public in an emergency. (A, I, T)
8. Experience of working in large teams; a proven team player with the ability to work on own initiative. (A)

## Other Relevant Information

1. To hold a current First Aid Certificate or be willing to become a qualified First Aider.
2. Have an awareness of and interest in the needs of students and staff in a performing environment and be able to respond imaginatively to challenges.
3. The post will include early morning, evening and weekend work on a rota basis.

## Recruitment – Note to Applicants

***The qualifications, experience and technical skills will be used in the decision-making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s) and experience. It is essential you address the criterion marked as (A) on your application form in the section for supporting information, this will be the minimum criteria for shortlisting.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification.***



# **Summary of Terms and Conditions of Employment**

This summary is given as a guide and is not intended to form part of an individual's contract of employment.

## **Salary**

The starting salary for this role is £42,750 - £47,620 per annum (inclusive of London Weighting) + Unsocial Hours payment.

This figure will be reviewed annually from 01 July in line with the pay award for other salaried staff within the City of London Corporation.

## **Contract**

The position is offered on a 12 Month Fixed Term Contract.

## **Hours of Work**

Normal hours of work are on a rota, being 35 hours per week excluding lunch breaks, Monday to Sunday, inclusive but the post holder shall be expected to work the hours necessary to carry out the duties of the position.

## **Frequency and Method of Payment**

This is a monthly paid appointment and salaries are credited to a Bank or Building Society Account on the 11th of each month.

## **Annual Leave**

There is an entitlement of 28 days annual leave plus Bank Holidays. There are subsequent increases to entitlement to annual leave according to length of service.

## **Sickness Absence and Pay**

The City of London Corporation has a comprehensive Occupational Sick Pay scheme, details of which can be found in the Employee Handbook which will be made available to you upon commencement.

## **Pension**

You will automatically be admitted to the City of London Corporation's Pension Scheme. Employees contribute between 5.5% and 12.5% of their pensionable pay to the scheme, depending on salary.

If you do not wish to join the Scheme you must make a formal declaration stating you wish to opt out. You may contact the Pensions Office directly should you have any queries relating to the Local Government Pension scheme and your entitlements under this scheme.



### **Continuous Service**

If you join the City of London Corporation without a break in service (subject to certain exceptions) from another body covered by the Redundancy Payments (Local Government) (Modification) Order 1999, your service with that institution will count for the purpose of continuous service. The amount of continuous service which you have will affect your entitlement to certain contractual benefits, for example, annual leave, sick leave and maternity leave. A full explanation of Continuous Service is contained within the Employee Handbook.

### **Probationary Period**

You will be employed initially on a six-month probationary period. Should either party wish to terminate the employment during this period, then one week's notice will be required on either side, except for summary termination for gross misconduct.

### **Notice Period**

Two months by either party after satisfactory completion of probationary period.

### **Learning and Employee Development**

The City of London provides for financial support and time off for staff to study for appropriate qualifications which relate to their duties or undertaking professional skills update training. There is also an in-house programme covering more general training needs.

### **Employee Volunteering Programme**

Through its partnership and regeneration work, the City of London aims to contribute to the social and economic regeneration of the seven boroughs bordering the City: Camden, Hackney, Islington, Lambeth, Tower Hamlets and Westminster. These boroughs contain some of the most deprived neighbourhoods in the country.

The Employee Volunteering Programme, established in 2002 allows staff to volunteer their time, skills, knowledge, and expertise to benefit local residents whilst developing their own professional skills. All staff are given the opportunity, subject to line management agreement, to take 2 days of volunteering leave per year to enable them to do this.