



Operations Manager

Job Description

Responsible To

Chief Executive

Responsible For

Front of House team

Location

School Wynd, Paisley

Salary

£32,000 per annum

Hours of Work

37.5 hrs per week

Holidays

5.6 weeks per annum
(including bank holidays)

Contract

The contract is for a permanent full-time post. Hours per week may vary, operating on a time-off-in lieu policy. Some weekend and evening work will be required.

Purpose of the Post

The Operations Manager will manage our day-to-day operations, proactively facilitating the smooth running of our events, projects, venues and company administration / HR. They will lead on delivering magical and effective customer service experiences, boosting income and reducing costs wherever possible while helping deliver our charitable objectives. They will also help transform and grow our operations as we open our new theatre venue - Exchange.

Responsibilities

Please note: The job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.

Facilities Management

- Administration and scheduling of the programming across all PACE and outside venues
- Oversee management of the diary and space bookings and keep the master schedule up to date
- Ensure the efficient use of PACE spaces
- Oversee hires as required, and liaise with other staff as needed.
- Ordering and managing stock and administrative supplies when required.
- Ensuring contracts for building services, utilities and insurances remain up-to-date and achieve best value for money

Customer Service

- To respond to and manage email and telephone enquiries
- To oversee the administration of back of house systems for participation fees, ticket sales
- To ensure effective communication regarding activities and administrative processes with members, parents and others
- To sell and help manage group bookings for performances

Front of House

- Line Managing the Front of House and cleaning staff

HR & Policy

- Ensuring that all staff collaborate together to maintain efficient operational systems
- Oversee payroll for permanent and casual staff, working with the relevant managers and Executive team to ensure accuracy at all times.
- Working with managers across the company to ensure that best practice policies are in place and adhered to at all times
- Updating Organisational policies when relevant and updating and distributing these policies
- Contract staff and maintain employment records for staff.
- Oversee the Disclosure checking process at the venue and being the 'Designated Person' on Child Protection and Safeguarding – working with the Artistic Director.

Governance

- To administrate, attend and minute quarterly board meetings

Financial

- Authorise production invoices, petty cash expenditure and royalty payments.
- Log bills received and issues invoices when required,
- Oversee payroll working with the Chief Executive to ensure accuracy at all times
- Assist with collating information required by our accountants and auditors.
- Maximise revenue from the effective use of staff, systems and services
- Oversee administration of our bursary and concessionary schemes

Production Administration

- To lead on child licencing as required
- To assist with the administration requirements of productions including communications, printing, and scheduling

Other

- To deputise for and assist the Chief Executive as required

General Duties

The following responsibilities are shared by all staff members of PACE:

- To work for the benefit of the whole organisation and to support the organisation's principal aims and objectives
- To act as an ambassador for PACE to the wider community and be able to speak knowledgeably about all aspects of PACE's work
- To comply with all PACE policies including Equal Opportunities, Health & Safety and other policies
- To attend regular staff meetings and other departmental meetings that may be arranged
- To keep up to date with the activities of the organisation
- To attend internal and external meetings as required and contribute to all aspects of the operation and development of the organisation.
- To be an active and supportive member of the PACE staff team, attending events and performances when possible
- Undertake additional duties as may reasonably be required

Person Specification

Knowledge, Experience, Skills and Qualifications

- Educated to degree level or equivalent experience
- Experience dealing with varied customer service enquiries and dealing with the public
- Ability to prioritise a complex workload with excellent organisational skills
- Excellent and effective written and verbal communication, interpersonal presentation and negotiation skills
- Ability to engage confidently and pleasantly with a wide range of people
- Excellent people management skills including building and leading teams
- Able to take responsibility and make quick, informed, operational decisions
- Flexibility and the ability to adapt to changing circumstances
- Excellent analytical and problem-solving skills
- Excellent attention to detail
- A highly motivated self-starter with a can-do approach
- Excellent administrative skills
- Highly computer literate with experience of using IT to streamline operations
- Knowledge of good practice relevant to working with children and young people (e.g. child protection, health and safety, data protection)
- Passionate about finding ways to improve our service delivery with the ability to show initiative and come up with new ideas
- A passionate interest in theatre, with a good knowledge of the sector, particularly work with young people
- Passionate about young people and the benefits of their involvement in the arts
- Progressive, positive and forward-thinking attitude
- Ability to listen to and engage with young people in a meaningful way
- Aptitude for thinking creatively around removing barriers that inhibit young people's participation in the arts
- Ability to work in a busy and fast-paced environment
- Happy and able to work some evenings and weekends

Desirable Skills

- Experience of working within a building-based theatre company
- Experience of working at a manager level in theatre for a minimum of 3 years
- Experience with Wordpress and Xero

Other

- Disclosure/PVG check may be required
- Right to work in the UK
- Current clean driving licence preferred

While the above specification represents our ideal mix of skills and experience for the role, we welcome applications from those who meet a majority, but not all, of the skills/experience outlined.

Benefits

- Employer pension contributions of 3%.
- Free participation in most PACE activities for children of employees.
- Free ticket allocation for PACE performances