



Job Description & Person Specification

Operations Manager

The Appointment

Pegasus is a professional theatre with young people at its heart. With a thriving programme of participation, professional performances and outreach, significant time and resources are devoted to supporting young people with an exemplary level of care and commitment. We are keen to review the scope of what we do, and how we can reflect this commitment and the voice of the young people throughout the venue.

This is a key position, full time (37 hours per week), reporting to the Joint CEO (Resources). The Operations Manager is responsible for ensuring the smooth running of all aspects of the venue, to create an excellent customer experience, ensure compliance with legislation and maintain our position as a high quality cultural venue. They will also organise and oversee all operations and systems for the venue, maintain a safe and secure venue and support and implement the organisation's goals around training and participation.

We are looking for an energised leader who has experience in both maximising a positive audience experience and implementing efficient systems.

Pegasus Theatre is a major force in the field of youth arts and professional theatre and dance. It enjoys a national reputation for its innovative and diverse work. It is funded annually by Arts Council England, Oxfordshire County Council and Oxford City Council, and generates income through box office, charitable and trading activities.

Salary

The salary is £26,000 per annum.

Organisational Relationship and Accountability

Responsible to	Joint CEO (Resources)
Working closely with	Joint CEO (Artistic), Technician, Marketing Co-ordinator, Participation Co-ordinator
Responsible for	Front of House Manager, Facilities Co-ordinator, Box Office and Course Booking Assistant, staff when acting as Duty Managers, Volunteers, Casuals

Main duties

Front of House & Box Office Services

To ensure all visitors and bookers to Pegasus Theatre receive a first class experience.

- To manage the FOH operations, supporting and supervising staff to provide high quality customer services to all building users and creating a welcoming theatre for all. This includes ensuring effective operation of box office services and maximising sales opportunities for all Pegasus' activities.
- To create an environment across the venue where staff, young people and volunteers are stimulated and that engenders a sense of ownership.
- To oversee the Cafe/bar and support the Front of House Manager to deliver a high quality offer and popular destination for the local community
- To attend monthly meetings of the Sales Team, and help ensure effective communication and collaboration between marketing and programming staff and box office and front of house teams.
- To roster duty managers for all performances, train and support duty staff, and to act in this capacity as part of the roster when needed.

Building & Venue Management

To maintain a safe, well-managed and secure venue.

- To manage and review all operational health & safety procedures, fire evacuation planning, first aid provision and to undertake full risk assessments, both day-to-day and for specific events, and remain up to date with changing legislation.
- Be responsible for building access and security as the primary key holder and out-of-hours emergency contact.
- To act as the core licensing contact for the venue. Take responsibility for all licensing issues, ensuring alcohol, premises, music and performing rights licences are up to date and appropriate to needs. Nb the designated premises supervisor is the Front of House Manager.
- To manage and review all maintenance contracts and building costs, monitoring and maintaining delegated budgets to meet targets.
- Oversee contracted services for cleaning, hygiene and the maintenance of plant and equipment, ensuring standards, legal responsibilities and budgets are all achieved.
- Ensure effective building management cover with a responsible person and first aider on site at all times and with adequate additional staff to support programmed activities.
- To coordinate, and where appropriate deliver the refurbishment, replacement and maintenance of building and equipment including some complex specialist equipment.
- Manage Pegasus' efforts to be an environmentally sustainable organisation including preparing and collating data for submission as part of our reporting to funders, including ACE and Julie's Bicycle.

Systems Management

- Ensure that the ICT infrastructure is fit for purpose including telephony, servers and consistently monitored and maintained
- Manage and maintain the building's climate control systems.
- Manage and maintain box office systems.
- Train all staff in the use of box office systems.

HR, Participation & Training

To build a strong Operations Team, enabled to work safely, to their full potential and that engenders a sense of independence.

- To support and help to implement the organisation's goals around training and participation, by line-managing trainees and apprentices and working closely and collaboratively with the Participation Co-ordinator.
- Actively seek and support ways of involving children and young people in the development of Pegasus.
- To deliver/oversee front of house training for work experience and volunteers.

General

- To have input into theatre policy matters, strategies and business and artistic planning, as part of the theatre's policy on inclusive and consultative practice
- To carry out the duties of this post in accordance with Pegasus Theatre's policies including; equal opportunities, access, employment, health and safety and inclusion
- This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive. This job description will be reviewed with the post holder annually or at significant points for the organisation

Conditions of service

- A 37 hour week is worked, to a regular weekly pattern including evenings and weekend working
- There is an annual leave entitlement of 25 days (plus bank holidays), increasing to 27 days after 5 years and 29 days after 10 years.
- A group contributory pension scheme is operated by PTT
- The appointment is subject to a satisfactory Disclosure and Barring Service (DBS) Enhanced Disclosure check
- A no smoking policy is in operation and smoking is not permitted in the workplace
- Travelling expenses will be payable in line with the relevant conditions and rates agreed

Person specification

	Essential	Desirable
Knowledge and Experience	At least two years management experience	Managing a public access building or venue
	Knowledge of health and safety issues relevant to the work place	Understanding the needs of a diverse arts audience
	Experience of writing fire plans, risk assessments and generally overseeing health and safety	First Aid and Health and Safety qualifications
	Administrative skills & and excellent understanding of service management	Experience pf routine front of house systems and procedures
	Managing budgets	Experience of Box office software
	Meeting financial targets	Understanding of licensing laws
	Experience of scheduling staff and staff management	Experience of mechanical and elcetrical plant equipment
		Experience of changing systems
	Managing external contracts and negotiating with external hirers	
Skills	Excellent communication skills	Understanding of how to manage customer experience
	Good MS Office skills	
	Excellent organisational and project management skills	
	Ability to lead and motivate a team	
	A proven commitment to providing excellent customer service	

Personal qualities	Flexibility to work evenings and weekends	An enthusiasm for working with young people.
	Attention to detail	
	Willingness to undertake appropriate training	