

Job Description

Head of Operations

Responsible to:	Chief Executive
Responsible for:	Front of House and Venues Manager, Technical and Production Manager, Bookkeeper and finance advisor
Key relationships:	Heads of Department, Technical department, front of house department
Locations:	<ul style="list-style-type: none">• Southwark Playhouse, 77-85 Newington Causeway, London SE1 6BD• Southwark Playhouse Elephant, Dante Place, 80 Newington Butts, London SE11 4FL
Contract Type:	Permanent, Full Time
Hours:	40 hours per week, although additional hours may be necessary in order to fulfil the post's requirements. TOIL is available according to company policy.
Salary:	£34,000 per annum paid monthly on the 28th of each month
Annual Leave:	28 days in the first year, pro rata, including bank holidays, increasing with length of service thereafter
Probationary Period:	3 months
Notice Period:	2 months (1 month during probation period)

Job Context

Southwark Playhouse has been creating and presenting theatre for almost 30 years. It has championed and showcased work by a diverse array of new and emerging artists and companies. It prides itself on being firmly rooted in its community as a creative hub and home for local people.

The next 6 to 12 months present an exciting time for the organisation as it enters a period of expansion and transition. In 2022 it will open a newly built theatre at the Elephant and Castle alongside its current premises. This will create an additional 250+ seat studio space and a dedicated youth and community space alongside its existing two performance spaces and rehearsal space.

It will be an exciting and challenging time for a dedicated and passionate team to develop an efficient and sustainable model for running the two venues within the organisation's means.

Job Purpose

We are looking for an experienced and motivated Head of Operations who will work across all Southwark Playhouse venues to oversee the core operations processes for the company.

The Head of Operations will be responsible for the smooth running of all Front of House, Theatre and administrative areas. They will work to provide an excellent staff working environment and will ensure the best possible experience and service for audiences and visiting companies. The post holder will also be responsible for the procurement, implementing and maintaining of Southwark Playhouse policies and health and safety obligations.

Detailed Duties & Responsibilities

Theatre Operations

- to manage and coordinate the organisation's space diary and hire schedule.
- to be the central point of contact for visiting companies and other external hirers and building users.
- to be responsible for contracting visiting companies and other external hirers and ensure that all requirements of the agreements are met.
- To oversee technical, production and visitor operations ensuring excellent and efficient service throughout these areas.

Finance

- support the Chief Executive in the overall financial management of the organisation, maximising income and minimising expenditure where appropriate, and providing financial analyses to inform future strategies.
- ensure that financial resources are managed responsibly and effectively on a day to day basis according to the organisation's charitable objectives.
- Supported by the organisation's bookkeepers, ensure that all financial transactions are accurately recorded, and are accessible, up-to-date and well organised.
- to coordinate the appointment and duties of the accountants and auditors, ensuring timely and accurate annual reports and returns.
- to support with funding applications and collation of information required by funders in line with grant conditions and the drafting of funding returns, including the development and maintenance of systems for capturing statistical information.
- to have overall control for certain expenditure budgets – i.e. building, admin, training etc.
- to oversee departmental budgets and spending in collaboration with department heads.
- to update and report the organisation's cash flow and projections on a monthly basis
- to ensure that accurate quarterly financial statements are produced for the board of trustees.
- To calculate and issue financial statements and settlements to visiting producers and other external stakeholders as necessary.
- to be a financial signatory.

Human Resources

- to be primary point of contact for all personnel matters.
- to oversee the maintenance, development and application of the theatre's HR systems and policies, ensuring accurate and well organised records are kept.
- to coordinate and oversee the theatre's recruitment, contracting and review processes, as well as any grievance or disciplinary procedures.
- to be responsible for induction of new staff along with their line manager.
- Coordinate a programme of ongoing staff training and continuing professional development where appropriate.
- liaising with the organisation's bookkeeper, take responsibility for the organisation's payroll and associated calculations and payments.
- to maintain good working conditions which retain and attract employees.

- coordinate efficient and comprehensive internal communications ensuring effective and positive staff relations.
- direct line management responsibility for the Front of House and Venues Manager and the Technical and Production Manager.

Buildings and Facilities

- taking overall responsibility for the ongoing maintenance, repair and good management of the theatre's buildings.
- devising, managing and developing systems and schedules for the regular testing, servicing and maintenance of building systems and equipment with the Front of House and Technical and Production departments.
- devising, managing and developing systems for the timely repair/replacement of broken and/or faulty equipment.
- assess the need for and coordinate the tendering of external long and short-term contractors as and when necessary.
- research and make recommendations for capital improvements as needed.

Health and Safety

- to be the primary point of contact for all health and safety matters.
- to be responsible for the development, adherence and review of the organisation's central health & safety policy and risk assessment.
- to be responsible for the development, adherence and review of building risk assessments, including building specific fire safety plans and risk assessments.
- To devise, maintain and develop health and safety policies and plans as needed or required by legislation or other contractual stipulation.
- to be the primary contact for the theatre's insurers, ensuring that the company's insurance policies and levels of cover are appropriate and up-to-date.
- to be the Designated Premises Supervisor.

Governance

- to coordinate quarterly trustee meetings, collating and distributing necessary papers and making practical arrangements.
- attend trustee meetings to report on the organisation's operations.
- take and distribute accurate and comprehensive meeting minutes.
- keeping company secretarial records up-to-date in respect of the theatre companies and ensuring timely returns to Companies House, Charities Commission and other stakeholders.

General

- assisting, and where appropriate deputising for, the Chef Executive in the overall sound management of the Company and all its associated activities
- other tasks as required, commensurate with the overall purpose of the post

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the organisation. It is a requirement of the charity that all staff work in a flexible manner compatible with their jobs and in line with the objectives the charity must fulfil. Please note that this is a new position and the job description may be reviewed and amended as the role develops in line with the needs of the organisation.

Person Specification

Essential

- Experience of working in a theatre or arts environment (at least 3 years)
- Experience of staff management and recruitment (at least 2 years)
- Leadership experience
- Experience of financial process management
- Understanding of fundraising and development processes
- Excellent communication skills, both oral and written
- Huge amounts of enthusiasm, ideas and energy
- Strong organisational skills and absolute attention to detail
- The ability to juggle multiple tasks and prioritise accordingly
- The ability to work independently or as part of a team
- A good level of computer literacy, specifically knowledge of Microsoft Office (Word and Excel essential)

Desirable

- Experience of using bookkeeping software
- Experience of using computerised box office and Point of Sale systems
- Experience of using HR and rota systems
- Hold a personal license
- First Aid trained

Benefits

- Complimentary staff tickets for shows, subject to availability and policy
- Discounts at Southwark Playhouse Bars and Cafés
- Interest-free season ticket loan
- Cycle to Work Scheme
- Pension scheme with Smart Pension
- 28 days' annual leave (including bank holidays), pro rata, increasing with length of service

We are committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. The successful candidate will be required to undertake an Enhanced Disclosure and Barring Service check.

Southwark Playhouse is committed to creating a diverse and inclusive environment in which everyone can thrive. We encourage candidates from all cultures and backgrounds to apply.