

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Deputy Operations Manager</b>
<b>Responsible to:</b>	General Manager
<b>Place of Work:</b>	New Theatre, Peterborough & Key Theatre, Peterborough
<b>Hours of Work:</b>	40 hours a week may; include some evenings and weekends.
<b>Salary:</b>	Competitive
<b>Contract:</b>	Permanent Contract
<b>Pension:</b>	Company Pension Scheme available
<b>Probation:</b>	6 months
<b>Start Date:</b>	ASAP

### About Selladoor Venues:

Selladoor Venues are a group of exceptional regional venues with a shared mission of developing local talent, presenting first class work, producing work of national and international importance – and being a theatre for everyone within their communities. The venue group comprises the Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats) . The group has ambitions of growing and federating more buildings with a similar approach and ethos – and is putting together a team of strong-minded leaders to build a business of excellence in venue management with a firm eye on growth and development.

The business will be transitioning to a charitable company (Landmark Theatres Ltd) and building on its foundations of presenting top quality theatre to its local audiences. The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as the Arts Council England have broadened the companies' ambitions against their Let's Create Strategy – and the business now has a strong need and argument for regular public subsidy.

Selladoor Venues is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people of all walks of life and all class backgrounds. We welcome applications from people who are under-represented in our organisation. These include those who identify as LGBTQIA+, D/Deaf, and disabled, those who are early in their careers or come from groups who experience racial inequality.

We are committed to protecting the privacy and security of your personal information. If you would like to see a copy of our privacy notice please write to Jag Singh, General Manager.

Selladoor Venues is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013).

### **Key Responsibilities**

As a member of the Theatre Management team, this role is pivotal in the provision of excellent front of house customer service at the Key Theatre, New Theatre and other designated venues as required.

- To carry out all back office operations and front of house duties required to provide excellent customer service for all Theatre visitors and users
- To provide administrative support to the Operations Manager, to ensure registers and databases are updated and monitored; documentation is completed and returned in a timely manner to deadline
- Support the Operations Manager in the efficient running of the Theatres
- Duty Management for events and performances within the building or at other designated venues
- To assist with the efficient running of events at the Theatre. Acting as a host for show based hospitality events, assisting in the running of daytime and evening hires within conference spaces, studios and auditorium hires. Providing excellent customer services to clients and their guests.

### **Responsible for Financials or Direct Reports**

- Cash handling and banking reconciliation
- Reimbursement and reconciliation of petty cash
- Procurement in line with agreed budgets
- Recording and reconciling staff timesheets for inputting into payroll system
- Front of house staff and volunteers for events and performances
- In response to bookings, general enquiries, visiting companies and maintenance visits

### **Key Deliverables**

- Adhering to all financial procedures in compliance with the company's financial regulations and to maintain adequate records in line with the relevant audit procedures as directed by the Operations Manager. To include till reconciliation and banking income for bar, catering, merchandise and box office; reimbursing petty cash; use of procurement system within budget
- To maintain operational levels of change for all Theatre floats

- Preparation of staff rotas, ensuring they are in place and monitored effectively to ensure the venues are adequately staffed to service all performances, conferences, meetings and all other events hosted by the Theatre, as directed by the Operations Manager
- Adherence and implementation of HR policies and procedures
- Collate and check timesheets against staff rotas for authorisation of payroll
- Assist with recruitment and interview processes, following through with monitoring and recording of staff inductions and training records
- To ensure that accidents or incidents to members of staff or customers are dealt with immediately and entered onto the accident reporting system
- Monitor and report on staff absence/behaviours
- Ensuring Front of House training records are maintained and up to date
- Setting up point of sale equipment including tills, making changes as necessary for pricing and codes, plus managing staff access
- To ensure that the hospitality/front of house services operate effectively whilst ensuring a high level of customer care
- Reporting maintenance issues as they arise. Liaising with external contractors and monitoring of building works whilst at the Theatre
- To monitor and maintain adequate stock levels in respect to all areas of hospitality/front of house operation, to include merchandise, programmes, wet and dry goods, gas, cleaning materials, stationery etc
- Maintain stock management systems for recording and monitoring of usage, conducting stock takes, placing orders by telephone and raising order requests via procurement system for approval, checking off deliveries, entering details onto computer based system, recording wastage and reporting on variances, ensuring stock rotation is being adhered to
- Ensure security of stock at all times, including those goods in transit following delivery to and from secure stores
- Have a good understanding of the Theatre's booking system, so as to assist the box office supervisor & staff in the sale of tickets, to cover absence and for preparation of reports to management on sales
- Uploading show material onto the booking system and social media for sale of online tickets as directed by the Operations Manager
- Updating the Theatre's website ensuring accuracy at all times
- Progress in-bound enquiries for venue hires and conferencing
- Service venue hires and performances. To include the supervision of a small team of staff including bar, catering, ushers, volunteers and box office. Ensuring the smooth running of hospitality/front of house operations during shows and events at the Theatre, to deliver excellent customer service
- To respond to business needs by Duty Managing shows/events on a rota basis, or key holding whilst the building is open for venue hires/activities. Duties to be performed as per those set out within the Duty Manager task list or as directed by the Operations Manager

- Assist with all enquiries from customers and stakeholders, including **V E N U E S** offering directions, the sale of tickets via the venue's ticketing system and details of our services
- To provide administrative support to ensure the continued smooth running of the Theatre to include processing contracts and documentation, preparing and sending contracts, obtaining new supplier details, updating databases and registers, creating show files, photocopying, filing and archiving
- Responding to customer enquiries, feedback or complaints in a professional and timely manner
- Ensure compliance with the Complaints Procedure by recording, monitoring and reporting as directed by Operations Manager
- Supporting the Operations Manager in the delivery of Health & Safety policies and procedures, including conducting compliance checks as appropriate to ensure compliance within the work place
- Ensure compliance with the Premises License legislation and take responsibility in DPS' absence

### **Requirements - Experience**

- Excellent customer service skills - working directly with the public
- A good level of ICT skills using Microsoft office suite of packages
- Cash handling and reconciliations
- Ability to demonstrate flexible and positive attitude in the workplace
- Supervising staff of a small team
- Experience and knowledge of the Data Protection Act and PCI compliance
- Operation of booking systems
- Working in a hospitality environment

### **Requirements – Personal Characteristics**

- Team player – willing to multi-task, help others and be able to ask for help, supervising staff when necessary
- Good interpersonal skills – will be working as part of a team and will need to communicate at all levels, whilst remaining respectful and calm; crucial when dealing with both internal and external customers
- Good organisational skills – will be working across the service and with competing demands
- Methodical – ability to follow process and procedure
- Progressive – working methods should be continuously evolved
- Accurate – in calculating, recording and checking of work
- Ability to deal with difficult situations whilst remaining calm when under pressure
- Excellent time keeping
- Willing to support the Operations Manager when reasonably requested to do so, which may mean undertaking other roles within the theatre as directed

**Other**

- Ability to work a flexible pattern of hours to suit the needs of the business as directed by the Operations Manager. To include daytime, evenings and weekends on a shift rota basis
- Supporting events at other Selladoor venues & events as required
- Undertake key holding duties as necessary
- To undertake reasonable requests as instructed by the Operations Manager & General Manager which are required to support the business

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities. In consultation and agreement with you, this Job Description may also be amended at any time.

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