**About Landmark Theatres**

Landmark Theatres is a portfolio of regional venues in North Devon and Peterborough receiving a wide variety of arts and cultural opportunities for local communities. This includes major touring productions, high-profile live music acts, big-name stand-up comedy, dance, superb theatre and new writing. We also produce high-quality Musicals, Drama and Family productions including our annual family Pantomime in Peterborough. Our venues consist of: 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). We are the largest new theatre entrant to Arts Council England's National Portfolio (23-26) and are working with a number of high-quality partners such as Birmingham Royal Ballet, The National Theatre and Paines Plough.

We pride ourselves on an in-depth understanding of the locations in which we operate. Working in areas of lower cultural engagement across the UK. We are respectful and responsive to local priorities, deliver innovation and work in partnership to empower our communities. We deliver a breadth of creative activities and ways in which our communities can engage whether that be as an audience member, participant, decision maker or through developing talent.

[**landmarktheatres.co.uk/**](https://www.landmarktheatres.co.uk/)

Landmark Theatres is a value-led organisation: innovate, include, collaborate, empower, sustain. We are committed to being diverse and inclusive and to making our workforce representative of different backgrounds and experiences of the communities we serve.

Landmark Theatres 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).

**Operations Manager**

**Job description**

**Job Title: Deputy Operations Manager   
Responsible to:** Operations Manager   
**Place of Work:** Peterborough Theatres

**Hours of Work:** 40 hours a week, including some evening and weekends  
**Salary:**  £30,000   
**Contract:** Permanent Contract  
**Pension:** Company Pension Scheme available  
**Probation:** 6 months

**Start Date:** As soon as possible

**About the Role:**

A pivotal aspect of Landmark Theatres success will be the professional delivery of a first-class hospitality and events business. The role of the Deputy Operations Manager will be responsible for the smooth operation of the hospitality and front-of-house departments within both Peterborough Venues. Working with the Operations Manager they will lead on all public facing operations focusing on our reputation for excellent customer experience. The successful candidate will provide leadership and guidance to all hospitality staff. The role will include audits, health and safety compliance of our venues & efficient running of all events at our Theatres.

**Please note that the role will also include providing maternity cover of up to 12 months for the role of Operations Manager, with appropriate support and remuneration. Upon conclusion of this role you will resume the role of Deputy Operations Manager.**

**Key Responsibilities**

**Operations**

* To ensure that the hospitality services operate effectively whilst ensuring a high level of customer service. The role will include identifying areas of improvement and providing training and coaching of Duty Managers to ensure consistent high standards.
* Drive the venues front-of-house team in their implementation and improvement of all Company procedures and policies.
* To support the Operations Manager and conduct appropriate planning for all venue operation logistics, providing guidance and changing plans as necessary in line with audience numbers and activities to ensure we maximise ancillary income channels and deliver H & S compliance.
* To manage departmental overheads and maintain accurate stock inventory and address discrepancies as appropriate.
* Maintain the venue till operations including updating screens, reporting any faults and management of staff access inc. business continuity processes and procedures.
* Lead by example by always adopting the organisations values and ensuring that this remains as the default position during decision-making.
* To undertake Duty Management shifts as required.

**Health & Safety and Licensing**

* To work within, and promote, Landmark Theatres health & safety policy in conjunction with current health and safety legislation and ensure that all members of the front-of-house team are trained effectively and comply with emergency and safety procedures.
* To work with the Operations Manager, Technical Manager and General Manager to ensure that our buildings conform to accessibility and health and safety requirements and recognising opportunities for improvement.
* Work closely with the operations team to develop and implement risk assessments for the building, working with production teams as required.
* To attend all training sessions as directed by the Operations & General Manager
* To ensure that accidents or incidents to members of staff or customers are dealt with immediately and entered onto the accident reporting systems
* Ensure compliance with the Premises License legislation and take responsibility in DPS’ absence and take responsibility as the designated premises supervisor as directed by the Operations Manager / General Manager.

**Staff Management**

* Preparation of staff rotas, ensuring the venues are adequately staffed to service all performances, conferences, meetings and all other events.
* To support on theatre recruitment, induction, training, development and management of all front of house staff, including customer experience, H & S, fire evacuation procedures, access, licensing and food hygiene where appropriate.
* To ensure that all HR processes are in place and implemented inc. managing staff lateness, absenteeism, and sickness in line with company policy and procedures.

**Customer Service**

* Report on feedback received from customers and staff interactions and create plans for improvements where necessary.
* To deal with all matters raised by members of the public visiting the buildings and where necessary, following our complaints procedures when responding to issues or complaints when they are received.
* Act as ‘the face of’ the Company and venue and respond to all customer enquiries, representing the Company appropriately.
* To liaise and work with other heads of departments to support access for visitors with access requirements, including facilitating captioned, BSL interpreted, and audio described shows

**Business Development**

* To work with Operations Manager to manage financial operations of all ancillary channels including hire income and F & B, ensuring that these are managed efficiently and are fully maximised to deliver financial targets.
* Maintain a positive and professional working relationship with all suppliers, ensuring best quality products, best value for money and continuous product development is achieved.

**Finance**

* Adhering to all financial processes & procedures as outlined by our finance dept.
* To maintain adequate records in line with the relevant audit procedures as directed by the Operations Manager.
* To include till reconciliations and banking income for bar, catering, merchandise and box office; petty cash reconciliations & use of procurement system within budget.

**Maintenance & Housekeeping**

* To work with the team to ensure all repairs and maintenance works are completed in good time and that the venues are well presented.
* Reporting maintenance issues as they arise. Liaising with external contractors and monitoring of building works whilst at the Theatre.

**Environmental Impact & Ethics**

* Working with Operations team, ensuring that all waste products generated by Hospitality and FOH activities is disposed of in a manner which meets our “zero to landfill” criteria and contributes to Landmark Theatres’ aim to reduce the use of plastics as much as practicable.
* To champion & promote a positive environmental culture within the workplace which improves compliance and behaviours in line with our organisational values

**Essential**

* The successful candidate will be a good team player, with excellent interpersonal and communication skills
* Attention to detail, with a methodical and progressive attitude.
* Excellent timekeeping with good organisational skills.
* Flexible and adaptable
* Ability to deal with difficult situations in a fast-paced environment whilst remaining calm when under pressure.
* Experience of house management or operations.
* Experience in leading and motivating a team including performance management.
* Proven track record of meeting the demands of a fast-paced environment effectively.
* Knowledge of licensing, health and safety and food hygiene regulations and experience of implementing and monitoring safe working practices
* An affinity for the mission, vision and work of Landmark theatres and a passion to help achieve our theatres success.
* A demonstratable commitment to creating an inclusive and welcoming work environment.
* A positive attitude with high level of self-motivation and ability to work using your own initiative taking personal responsibility and resolving issues independently.

**Desirable**

* Experience of ticketing systems, sales and box office related activities including the use of Spektrix box office system
* Experience of using an events management system
* Qualifications in first aid, fire marshal & health and safety
* Experience of delivering access requirements for visitors
* Experience of multi-venue management
* Personal license holder

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.

Please send your completed application form to [**jobs@landmarktheatres.co.uk**](mailto:jobs@landmarktheatres.co.uk)putting in the subject header. Closing date– 18th October. Interviews to take place 24th and 25th October.