



Job description: Operations Manager

The role's normal duties are set out in this Job Description which is noncontractual and may be changed and or amended by The Bishopsgate Foundation from time to time. You may be required to undertake various other duties appropriate to the salary grade and nature of the job.

Role description:

Date of Last Review:	December 2021
Job Title:	Operations Manager
Grade:	Manager
Salary band:	Circa £32k
Hours:	35 hours over 7 days - the role requires you to be available to work any day or evening required by the business over the 7 day period.
Location:	Bishopsgate Institute
Reporting to:	Head of Business Delivery
Line manages:	IT & Technical Support Officer
	Duty Managers
	Event Support Assistants

Supervises: Freelance Sound and Lighting Technicians

Working pattern:

The post will be required to work when the business need dictates, as confirmed with the Head of Business Delivery, which means balancing escalation and delivery support at events with office-based responsibilities.

The full-time role requires 35 hours per week, and days/hours will vary week on week, and you may be required to work any day or evening over the 7 day period. Much of our programme is delivered at weekends, especially Friday evenings and Sundays.

Role purpose:

To manage the successful and effective operations of the business, including the bars and event delivery, health & safety, technical and production, IT and business administration, buildings and physical infrastructure.

Areas of responsibility:**Production**

- Leading the coordination between teams and attending Planning, Delivery and Debrief Meetings to make sure all events (programme and hire) in the Institute are properly planned, resourced, delivered, managed and evaluated
- Ensuring all Delivery staff are briefed about and have understood the upcoming events and their requirements
- As directed by the Head of Business Delivery, to set the duty management and event support rotas to deliver agreed activity in the building, adjusting if required and reconciling hours worked every month
- Conduct research, costing and planning for agreed events to ensure technical production requirements are met
- Ensuring all AV and other equipment and facilities are inventoried and maintained to the highest standard (line managing the IT & Technical Support Officer and supervising freelance sound, streaming and lighting technicians)
- Where required, supervising external contractors (e.g. live stream technicians, freelance sound and lighting technicians, security guards etc) to ensure Institute procedures and best practice are followed

Health & Safety

- Working closely with the Head of Business Delivery and Buildings Manager to update and implement the Health & Safety Policy ensuring all staff are adequately trained and informed about their responsibilities towards this, specifically the emergency evacuation procedures, fire drills, use of Evac chairs, and basic First Aid provision.
- Reporting to the Head of Business Delivery, oversee the day-to-day health and safety of the building, staff and visitors, ensuring all functions in the building are carried out in line with Health & Safety legislation and the Institute's Health & Safety Policy.
- Working across teams (e.g., events, programming) to ensure all activity in the building is properly risk assessed in advance and complies with the latest legislation and best practice

Team and individual line management

- Ensuring HR processes are followed for all direct reports as directed, including any recruitment processes and contracts to be issued (working with the HR Officer)
- Setting SMART objectives for all team members that contribute to the agreed business objectives of the organisation, conducting regular one-to-ones, timely performance appraisals and probation reviews, meeting agreed deadlines for written-up paperwork and ensuring central records for annual leave and other absence are up to date

Bishopsgate Institute Bar

- Lead in developing the Bishopsgate Institute Bar offer to suit all programme and partner events and venue hire when required
- Ensuring the bar is using sustainable and ethical products, in line with a sustainability action plan
- Ensuring all bar stock orders and staffing match agreed event requirements
- Ensuring all stock take and reconciliation processes are implemented and followed by all DMs and bar staff
- Designated Premises Supervisor, as delegated authority from the CEO's personal licence

Box office and front of house functions

- Working with the Box Office & Front of House Coordinator to ensure smooth and secure running of the box office, welcome and enquiries function
- Work with the Box Office & Front of House Coordinator to ensure the FOH rota matches expected levels of building activity and specific levels of staffing required
- Work with Box Office & Front of House Coordinator to report on and forecast casual staff budget
- Day-to-day support and operational oversight of front of house areas, such as Front Desk, to ensure a professional, inclusive and welcoming impression and excellent customer service at all times

Business administration and processes

- Reviewing, identifying and making recommendations to the Head of Business Delivery for equipment, consumables, office contracts, e.g., printers, scanners, copiers etc to maintain robust business processes and ensure good value for money
- Researching and making IT development recommendations to the Head of Business Delivery (who is overall responsible for the IT and technology strategy) on business IT requirements, e.g., telephony, software, hardware, IT support contract, recovery plan and resilience
- Ensuring payroll deadlines are met, Duty Manager and Event Support Assistants hours are reconciled and any casual staff timesheets and other relevant information are checked and accurate
- Project managing staff accommodation changes and requirements, liaising with IT & Buildings teams where appropriate to ensure seamless service

Buildings and physical infrastructure

- Day-to-day operational responsibility for security and safety in the building
- Work across departments to help generate and implement a sustainability plan for Bishopsgate Institute
- In collaboration with the Buildings Manager, to ensure the buildings, facilities and physical infrastructure are safe, secure, physically accessible as possible and maintained in order that our charitable programme and venue hire business operate effectively
- Ensuring regulatory compliance (working closely with Head of Business Delivery and Buildings Manager and by line management of IT & Technical Support Officer) and appropriate training
- Contribute towards planning for, implement and support agreed capital projects and improvements to the physical building as required by the Head of Business Delivery
- Ensuring staff accommodation and back office areas are safe, clean, tidy, as accessible as possible and have suitable amenities

Budget management

- Preparing draft budgets, managing and forecasting agreed budget lines and supervising direct reports to manage and forecast their agreed budget lines
- Following the Institute's Financial Regulations in the authorisation of purchases, approval of invoices and contracts, and authorisation of bank payments.
- Reconciling and reporting bar and event tills and stock inventory
- Recommending capital expenditure with a written business case to the Head of Business Delivery

General requirements of the role:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfil the requirements of the job and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required
- Dress and present yourself appropriately as the professional needs of the Institute require

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification: Operations Manager

- 1.1 A strong track record of success leading the operations function in a cultural venue or equivalent, including production of events, health & safety and business processes.
- 1.2 Experience producing and delivering events in a multi-space cultural venue that is also a listed building environment.
- 1.3 Excellent communication, coordination, negotiation and team leadership skills, including working to support the senior management team above.
- 1.4 Excellent people management skills and proven success in establishing staffing requirements, setting and agreeing rotas, coordinating permanent, casual and freelance staff.
- 1.5 A track record of success setting, managing, reforecasting and achieving budgets.
- 1.6 Skilled in working across teams, collaborating and achieving consensus, whilst being able to work on own initiative and take ownership and responsibility.
- 1.7 Demonstrably strong planning, project management, IT, administration and coordination skills.
- 1.8 A strong track record in successful team management, including implementation of HR protocols and processes.
- 1.9 Demonstrable skills in managing compliance, health and safety and other regulatory requirements as they relate to a multi-function venue.
- 1.10 Excellent written and spoken communication skills in English.
- 1.11 Strong skills in chairing meetings to an agenda and reaching consensus.
- 1.12 Proven success in setting and maintaining the highest standards of customer service (internal and external clients).
- 1.14 Good understanding of security and safety issues to safeguard members of the public, the Institute and its staff.
- 1.15 Excellent troubleshooting skills, anticipating needs and mitigating against risk.
- 1.16 Excellent reporting skills to a wide range of stakeholders.

1.17 An understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy.

1.18 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work.

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we use a competency-based approach to staff recruitment, performance review and development. The Framework underpins the culture of the organisation and adds to what we do to enable us to reach our potential both as individuals and as an organisation.

The selection process we use is designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

<u>Performance</u>	<u>Insight</u>	<u>Engagement & Inspiring Others</u>
<ul style="list-style-type: none">• Accountability• Delivering Performance• Alignment & Planning• Learning & Change	<ul style="list-style-type: none">• Breadth of Perspective• Making Effective Judgements• Applying Specialist Knowledge• Customer & Audience Awareness	<ul style="list-style-type: none">• Working Collaboratively• Communicating & Influencing• Empowering Leadership

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff*.

- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a ‘Specialist’.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or ‘outputs’ and

‘outcomes’, these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.