

Job Description

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| Title: | Operations Manager |
| Line Managed by: | Head of Operations |
| Overall responsibility: | Day-to-day management of site & facilities |
| Line reports: | Programme and Facilities Coordinators |
| Contract/Hours: | 35 hours per week, occasional evenings and weekends. |
| Salary: | £30,000 |
| Holiday Entitlement: | 30 days paid holiday per annum, inclusive of eight Statutory Bank Holidays, increasing by one day for each year of service from 1st September up to a maximum of 35 days per annum. |

About National Centre for Circus Arts

The National Centre for Circus Arts is a registered charity and an independent Higher Education provider registered with the Office for Students, and is one of Europe's leading providers of circus arts training. For the past 30 years, we have provided emerging and professional circus artists, directors and choreographers access to vital space and support to train, experiment and share ideas.

Our diverse range of work includes BA degree-level education in Circus Arts which is supported at either side by a structured training programme for under-18s and professional development opportunities for aspiring and established performers. Adults and young people can enjoy recreational classes and occasional performances. Our national role increasingly sees us supporting and mentoring circus artists and organisations nationwide as we seek to develop and mature our remarkable art form. We also run high-profile corporate events and hires to further increase our revenue further.

PURPOSE OF THE ROLE

The Operations Manager has primary responsibility for the day-to-day management of the building, its front-facing teams, and visitor experience. They ensure all users find the National Centre welcoming, hospitable, and fit for purpose. They play a key role in managing operations, such as service contracts, line managing our Programme and Facilities Coordinators, and supporting the Head of Operations in implementing our H&S policies.

This role requires you to act as a First Aider and Fire Warden when covering Duty Management. Please let us know on your application if you have pre-existing qualifications. It also requires occasional manual handling and, on rare occasions, working at height. The role may require some maintenance input. We will provide training as a First Aider and Fire Warden to successful applicants as needed.

MAIN RESPONSIBILITIES

Building Management

- Provide a welcoming, inclusive, safe and secure environment for building users and ensure building compliance and readiness.
- Manage maintenance with the Head of Operations and provide support in compliance areas such as building inspections and fire safety.
- Administer building and maintenance budget, managing purchasing for day-to-day repairs and maintenance, and other supplies.
- Support environmental policy implementation, promote recycling and energy efficiency and include environmental considerations in decisions.
- Manage building access systems.
- Provide basic IT support, onboarding and escalating issues to our external IT partner. Manage networking, phone, and VOIP systems on a day-to-day basis.
- Act as a Duty Manager, including opening and closing the building.
- Act as the senior responsible person/manager in the absence of the Head of Operations.

People Management and Customer Service

- Line Manage Programme & Facilities Coordinators, Including recruiting, induction, training and annual appraisals.
- Create staffing rotas for the Programme and Facilities Coordinators and ensure appropriate cover for front-of-house operations.
- Support events and productions.
- Supporting the management of contractors on site liaising for repairs and servicing were required. vpn
- Foster collaboration within Operations and across all programme teams.
- Plan and manage the front-of-house function for events, hires and in-house productions.
- Support the management of leased office workspaces and ensure tenants' compliance with agreements and policies.

Health & Safety and Policies

- Be champion of health & safety and its practical application in all work areas and encourage a culture of responsibility for H&S throughout the organisation.
- Implement health and safety policies and perform health & safety inductions for all internal staff and contractors.
- Review and update risk assessments.
- Oversee accident and incident reports, ensuring tracking, monitoring, and reporting happen regularly.
- Act as Fire Warden, manage fire safety and organise fire warden and first aid training.
- Attend Health & Safety Committee meetings.

Other Duties

- Attend a range of internal and external meetings as required.
- Promote a commitment to the National Centre's Equal Opportunities & Diversity policy, Disability & Reasonable Adjustments commitment and Code of Conduct, along with all other policies that contribute to the operating values and ethos of the organisation
- Such other duties (commensurate with the role) may, from time to time, be reasonably

required.

PERSON SPECIFICATION

Experience

- A good operations background with at least three years of working experience.
- Experience within a customer-facing environment.
- Experience in line managing staff and creating rotas.
- Experience in administering budgets.
- A general understanding of relevant Health & Safety legislation.
- Experience within a customer-facing environment.
- Good ability to multi-task administration & organisational skills.
- Practical, hands-on approach.

Skills

- Good administration & organisational skills.
- Good communication skills
- A general understanding of relevant health & safety legislation for a public building.
- A working knowledge of IT, including email, Windows, and Microsoft Office.
- Working knowledge of ticketing systems or CRM systems and payment systems or equivalent databases.

Personal attributes

- An interest in the arts and education.
- The ability to keep calm under pressure.
- A practical, hands-on approach coupled with a collaborative attitude.
- Understanding of and commitment to equal opportunities.
- Understanding of and commitment to environmental sustainability.