

**OPERATIONS MANAGER**

**THEATRE PECKHAM: INSPIRING CREATIVITY & AMBITION**



**Our Vision:** We are building a representative and inclusive society where **everyone** can participate in, lead, work in, and enjoy creativity and culture.

**Background information:** Theatre Peckham is an award-winning cultural venue for artistic excellence and social change. Through the power of theatre, we illuminate young voices, provide skills and opportunities, and platform excellent creatives who are locally focused with a national and international vision. At our South London home, we commit to producing new writing and performance focusing on young, culturally diverse talent.

We are a three-time Offie-nominated theatre, platforming cutting edge productions in our state of the art, 200-seat theatre and studios, that push the boundaries of form, use exciting ways to retell existing or imagine new stories, and engage with hyper-local audiences. A range of projects take place in collaboration with a variety of partners, platforming high quality productions, developing artists, drawing audiences, supporting communities and above all, growing a talent pool for the creative industries.

Theatre Peckham is regarded as a key player in the local arts and education landscape, we deliver local and national priorities with our key strength of quality engagement with young people, enabling them to find their voice in the world and in the arts industry.

Embedded across all the work that we do is our commitment to building a healthy, representative, and equitable sector. We place emphasis on employability skills, offering a long-term pipeline of development opportunities, in a safe environment, to enable the development of skills and the confidence and find the roles which match aspirations.

This is a pivotal time to join Theatre Peckham's dynamic team who work in a non-hierarchical, collaborative way and are an important driving force of change within the industry. As we build after the impact of the pandemic this is an opportunity to grow with the support of a resilient, engaged and adaptable team.



## **Job Description Operations Manager**

Reports to: CEO/Artistic Director  
Key working relationship: Head of Production, Operations Assistant, Production Assistant  
Responsible for: Operations Assistant, Receptionist/ Barista, Duty Managers, Welcome team, Ushers

### **Main purpose of the role:**

The Operations Manager is responsible for overseeing operations while providing effective management in accordance with TP's core values and mission. In collaboration with the Head of Production and Operations Assistant the Operations Manager will provide oversight of back and front of house operations, leasing and contract administration, information technology, venue rentals, enhancement projects, and overall management of facility and theatre maintenance for internal and external client use.

### **Key Responsibilities:**

#### Facility Management

- Oversees general maintenance of venue and facility
- Develop and implement a facility management program including preventative maintenance and life-cycle requirements for building and equipment
- Conduct and document regular facilities inspections to ensure facility upkeep
- Supervise maintenance and repair, refurbishment and renovations of facilities and equipment
- Manage facility services such as office management, security, cleaning, catering, waste disposal, snow removal, lawn care and parking
- Obtain, calculate and compare quotes and tenders from vendors and suppliers, costs for goods and services, and negotiate contracts to optimise delivery and cost saving
- Coordinate and monitor activities of contract suppliers, contractor, and vendor relationships

- Manage and review service contracts to ensure facility needs are being met including negotiating suppliers' contracts for cleaning, maintenance, utilities and other services.
- Manage relationships with the landlord and neighbouring tenants including shared services if appropriate
- Prepare and track facility budget, monitor expenses and payments and generate and present regular reports and reviews of facility-related budgets, finances, contracts, expenditures and purchases
- Oversee purchasing, management and maintenance of IT infrastructure
- Monitor and schedule the hire of venue in order to maximise revenue and space utilisation
- Ensure all duties on site are conducted in accordance with H&S policies and systems of working, responding to any breaches in liaison with the Producer
- Advise on and monitor energy efficiency and onsite renewable power generation
- Build on the environmental policy and carry out environmentally sustainable initiatives including encouraging and managing recycling
- Renew annual insurance and memberships
- Ensure security of the venue, maintenance of access control and security procedures for opening and locking up the building are followed
- Respond to venue and equipment alarms and system failures

## Theatre Management:

- Oversee day-to-day operations of the Theatre and work to build revenue potential
- Establish and maintain policies and procedures for a safe theatre environment
- Ensures compliance with theatre safety policies, licensing requirements, occupancy loads, fire regulations and Occupational Health and Safety Act
- Manage annual department budgets
- Supervise the set-up of all events, performances, and rehearsals, liaise with clients and ensure they are properly supported and oriented upon their arrival
- Manage all maintenance and, capital improvement projects
- Act as a Safeguarding lead, following level 3 training
- Lead on building inductions for new staff members and volunteers

## Staff Management:

The Operations Manager will act as a senior manager line manage Operations Assistant, Bar/Café Team, Duty Managers, casual Front of House team, ushers, Box Office assistants, volunteers:

- Ensuring all staff are effectively engaged in delivering Theatre Peckham's programmes of activity
- Taking overall responsibility for the regular implementation of training, appraisal and staff development programmes
- Providing leadership, training and mentorship to staff for continuous improvement in operations, maintenance, security, health and safety, and other areas as required
- Overseeing regular meetings and communications to ensure clear and efficient dialogue between staff
- Acting as, or briefing, a Duty Manager for in-house and visiting productions and events, ensuring the smooth and efficient management and a high quality experience for all.
- Interviewing, hiring and training of front of house, reception, café/bar and box office staff.
- Appraising employee performance including supporting, mentoring and disciplining staff
- Ensuring records of hours worked are logged and submitted
- Maintaining an overview of customer feedback and provide an escalated response to customer complaints
- Managing the Café/Bar including being a Personal Licence holder, ordering stock and developing strategies to increase income and meet the needs of users

## General

- Collaborating with the Artistic Director/CEO, Head of Finance and Head of Production on company strategic goals and planning
- With all staff, identify and develop creative and innovative ways to generate income and raise profile
- Produce and present regular progress report as requested and to the Board

- Actively adhere to Theatre Peckham policies, including Equalities (diversity, access, equal opportunities), Safeguarding and Environmental policies and implement the Theatre Peckham Health and Safety and Covid-safety policy
- Maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or the reputation of Theatre Peckham
- Act always in the best interest of Theatre Peckham
- Minimise the Theatre's environmental impact wherever possible adhering to and supporting its Sustainability Policy.
- Work to practical understanding and knowledge of current Health and Safety legislation, Licensing regulations and Food Hygiene legislation and their application in the events at the Theatre Peckham, to protect company and customer interests.
- Undertake such other duties as may reasonably be required.

*This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.*

**Terms:**

Work address: Theatre Peckham, 221 Havil Street, London SE5 7SB

Salary: £28,000- £31,000

35 hours per week (excluding unpaid breaks)

Normal office hours are 10am to 6pm, between Monday and Friday. Due to the nature of this role you will work outside of these hours in evenings and on the weekend in line with the company's needs. The annual paid holiday entitlement is 20 days plus public holidays pro rata. There is a probationary period of three months.

The successful candidate will be expected to apply for an enhanced DBS check or hold a valid DBS certificate granted in the past 18 months. Have or update their certification in First Aid, Fire Marshal, Personal Licence and Safeguarding Level 3. Theatre Peckham is a family friendly employer and can consider flexible working hours to suit the successful candidate.



**How to Apply:**

If you would like to apply for the post, please download the application form and the equality monitoring form from our website and send it with a short covering letter in the body of the email.

Please address the letter to Amy Hubbard, Company Administrator:

[admin@theatrepeckham.co.uk](mailto:admin@theatrepeckham.co.uk)

Please note that only applications submitted on Theatre Peckham’s Application Form will be considered. We do not accept CVs.

**Closing date for applications:**

**Monday 29<sup>th</sup> November 2021**

**Interviews to be held:**

**Week Commencing 6<sup>th</sup> December 2021**

**Start Date:**

**At your earliest availability**

*If you are unable to attend on that date, please state the first date you will be available as we may be able to offer an alternative interview date.*

Theatre Peckham welcomes and encourages applications from everyone regardless of their age, gender identity, ethnicity, religion or belief, sexual orientation, disability or nationality.

**We look forward to receiving your application.**

**GUIDANCE NOTES FOR APPLICANTS**

These notes are intended to help you to participate in the selection process as effectively as possible by providing us with all the information needed to demonstrate how you meet the requirements of the job. Please read these notes carefully before completing your application form. If you have any difficulty in completing the form, please contact Amy Hubbard on [admin@theatrepeckham.co.uk](mailto:admin@theatrepeckham.co.uk) / 0207 708 5401

**APPLICATION PACK**

There are 3 documents that you need (1) Job description (2) Application Form (3) Equal opportunities monitoring form. They are all available to download on the Theatre Peckham website. If you cannot obtain copies, please contact us for support. The purpose and key tasks and responsibilities of the position are set out in the job

description. It is important to read all the information carefully before completing the application form.

## **COMPLETING THE APPLICATION FORM**

### **General Points**

- Please do not attach your CV or copies of education certificates to your application form. Applications in the form of CVs will not be considered.
- Type or write clearly in black ink and do not use staples, to allow for photocopying.
- Please return via e-mail.

### **Working through the form**

- Ensure that you clearly state the full job title on your application form.
- If you are applying for a job share please state this on the application form. Each individual will need to complete a separate application form.
- Think about what evidence you can provide to demonstrate you have the necessary knowledge, experience, skills and attributes to do the job. You may also want to include voluntary/unpaid work experience, or experience gained in a role of responsibility in one of your leisure pursuits if this is relevant to the requirements of the job.
- The section marked 'Supporting Statement' is particularly important. This is where you make your case for why you wish to apply for the job and what makes you a suitable applicant.

In this section it is important that you provide us with evidence to demonstrate that you possess the knowledge, experience, skills and attributes required for the job. You will need to provide specific examples of what you have done and how you believe this demonstrates you meet each requirement.

- It is important to remember that those involved in the selection process cannot guess or make assumptions about you. Make sure you tell us everything relevant to your application and that you complete all the sections on the form.
- Do not forget to proof-read your form and check for any errors before returning it to us. Before sending in your form, it is advisable to take a copy for your own reference.



Please return your form to Theatre Peckham and ensure that it reaches us before the closing date. Late applications will not be considered. If you are having problems returning your form, please get in touch.

### **SHORTLISTING**

Shortlisting will take place as soon as possible after the closing date and is always carried out by at least two people.

We aim to let everyone know within two weeks of the closing deadline whether they have been shortlisted for an interview. Due to the high volume of applications expected we are unable to give individual feedback at this stage.

If you are shortlisted, we will normally contact you by email to invite you to interview. This may include carrying out a selection exercise to test your ability to carry out specific requirements of the job. In some instances it may be necessary to hold the selection process in two stages and applicants may be called back for a second interview. You will be given full details about the arrangements if it is decided that a second round of interviews is necessary.

All offers of employment at Theatre Peckham are made subject to receipt of satisfactory references. Additionally under the Asylum and Immigration Act, we are required to check that anyone taking up employment with us has the legal right to work in the UK. All successful applicants will, therefore, be asked to provide us with documentary evidence to support their entitlement to work in the UK prior to taking up employment.

### **DATA PROTECTION ACT, 1998**

Information provided by you as part of your application will be used in the recruitment process. Any data about you will be held securely with access restricted to those involved in dealing with your application and in the recruitment process. We are the data controller for your personal data and will ensure it is used and stored in accordance with the Data Protection Act (1998), the Privacy and Electronic Communication Regulations (2003) and as of the 25th of May 2018, the EU General Data Protection Regulation (EU 2016/679). If you are the successful candidate, your application form will be retained and form the basis of your personnel record. Information provided by you on the equal opportunities monitoring form will be used to monitor Theatre Peckham's equal opportunities



practices. By submitting your completed application form you are giving your consent to your data being stored and processed for the purposes of the recruitment process, equal opportunities monitoring and your personnel record if you are the successful candidate.

Good luck with your application.