

MOUNTVIEW

Job Description

JOB TITLE:	Operations Manager
RESPONSIBLE TO:	Head of Facilities & Operations
RESPONSIBLE FOR:	Duty Managers Front of House Supervisors
WORKS CLOSELY WITH:	Facilities Manager Ticketing & Welcome Desk Manager Head of Technical & Production Sales & Events Team
LIAISES WITH:	IT Technician Venue & Estates Administrator Student Services Team Finance and People & Culture Teams

ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

MAIN PURPOSE OF POSITION

The Operations Manager is a key member of Mountview's Facilities & Operations team, comprising Operations, Facilities, IT and the Welcome Desk. Reporting to the Head of Facilities & Operations, and working closely with the Facilities Manager, Ticketing & Welcome Desk Manager, Head of Technical & Production and Sales & Events team, the post holder is responsible for overseeing day-to-day building operations, services and resources; supporting the smooth running of shows, events, hires and other activities; and ensuring the health and safety of staff, students, clients, tenants and visitors at all times.

KEY RESPONSIBILITIES

Operations Management

MOUNTVIEW

- Identify and enhance critical aspects of Mountview's current and future operations, setting short, mid and long-term goals and ensuring they are achieved effectively.
- Oversee the day-to-day operation of Mountview's building and grounds, acting as Duty Manager when cover is required.
- Line manage contracted and casual Duty Managers and Front of House Supervisors, and oversee the work and training of all Operations staff, including casual Venue Assistants and Ushers.
- Rota staff to ensure adequate cover for daytime, evening and showtime operations, collating weekly timesheets for casual staff, working to agreed staffing budgets.
- Work closely with Ticketing & Welcome Desk, Technical & Production and Stage Management teams in the set up and management of shows, including staffing, health and safety and access, and managing front-of-house aspects of performances.
- Assist the Head of Facilities & Operations in the regular review, updating and implementation of the Building Operations Plan.
- Implement and monitor suitable controls, checks and balances, such as Safe to Open and End of Shift Reports.
- Ensure the highest standards of customer service and communication with all building users, both internal and external, driving solution-based approaches to issues that arise.
- Chair the weekly Building Operations Meeting, ensuring prompt and effective resolution to building wide issues, including scheduling, hires, shows and overall venue management.
- Day-to-day management of Operations budgets.
- Deputise for the Head of Facilities & Operations on Operations matters on occasion.

Services and Resources

- Manage Operations contractors, sub-contractors, service suppliers, specialist consultants and professional advisers in consultation with the Head of Facilities & Operations.
- Oversee operational resources to support the smooth running of internal and external activities, including shows, events and hires.
- Have oversight of the management of deliveries coming into and leaving the building, implementing and monitoring necessary procedures and instructions.
- Support the Head of Facilities & Operations and IT Technician in the allocation and provision of IT services/equipment across the business.
- Develop, implement and improve systems to enable building users to access desired building services quickly and easily.

Health, Safety and Compliance

- Ensure compliance with all relevant health and safety, environmental and fire regulations, legislation, industry standards, approved codes of practice and policies and procedures.
- Take the lead on driving resolution of health and safety concerns, ensuring the Head of Facilities & Operations is consulted as the Competent Person.
- Oversee the upkeep of equipment and supplies to meet health and safety standards through effective monitoring and delegation.
- Alongside the Facilities Manager, work with commercial and artistic tenants to ensure compliance with leases and agreements, escalating issues or concerns to the relevant departments.
- Help ensure that Mountview's licensing obligations are understood and adhered to by all building users.
- Be responsible for the health and safety of all building users, leading by setting standards and ensuring they are met.

MOUNTVIEW

- Ensure adequate training in, updating of and adherence to Risk Assessments and Method Statements (RAMS) for all operations staff.
- Support the Facilities Manager in ensuring that regular fire drills are carried out and all building users are fully aware of evacuation procedures, including the display and issuing of evacuation plans, notices and instructions.
- Ensure that Mountview's Health and Safety Policy is reviewed and updated to reflect policies and procedures for all operational activities as needed.
- Act as Incident Controller as required.
- Act as a First Aider and Fire Marshal.
- Attend, contribute to and be a key component of Mountview's Health and Safety Committee.

Other Duties

- Be part of the out-of-hours call out roster, to respond to building issues, e.g. break-in, vandalism or problems with core services.
- Act as a key holder for the alarm service provider.
- Attend staff meetings as required.
- Act as an ambassador and brand guardian for Mountview at all times.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Experience of working in an arts venue at supervisory or Operations Management level.
- Experience of leading a multi-disciplinary team.
- Experience of creating and managing complex schedules.
- Experience of dealing with members of the public in a customer-focused environment.
- Experience of providing excellent customer service and enhancing service delivery.
- Experience of building evacuation procedures and taking the lead role in emergency control.
- Strong knowledge of health and safety.

Skills and Abilities

- Excellent team working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Excellent time management, organisational and planning skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner and ability to present well in person.
- Positive and outgoing approach to customer service, with ability to promote Mountview to customers.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word and Excel.
- First Aid and Fire Marshal training desirable.

Personal Qualities and Attributes

MOUNTVIEW

- Positive, proactive and professional attitude.
- Interest in the performing arts and/or arts education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to promoting equality and diversity and ensuring access for all.
- Commitment to self-development.

ADDITIONAL INFORMATION

The post holder at all times must carry out their responsibilities with due regard to Mountview's policies and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the Data Protection Act 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require the post holder to work at such other place of business within Greater London as the organisation may require, or work from their own home for online delivery when necessary.

Mountview currently operates a hybrid working policy, 60% in the office and 40% remotely, where roles and responsibilities allow. This is not a contractual right and is reviewed periodically, and we reserve the right to request that you are in the office at any time during your working week.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

TERMS AND CONDITIONS

Salary: Circa £33K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, 5 days out of 7 on a rota basis, exact hours to be agreed with line manager, with a 1 hour unpaid break each day. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

Holiday: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Wednesday 5 June at 9am**.

HOW TO APPLY

Please send your **current CV** with a **covering letter** and a **completed equal opportunities monitoring form** to Alistair Owen, People & Culture Manager, at alistairowen@mountview.org.uk

MOUNTVIEW

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.