

MOUNTVIEW

Job Description

JOB TITLE:	Operations Manager
RESPONSIBLE TO:	Head of Facilities & Operations
RESPONSIBLE FOR:	Ticketing & Welcome Team Manager Duty Managers Casual Front of House Supervisors
WORKS CLOSELY WITH:	Facilities Team IT Technician Production Team Sales & Events Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview is a vibrant and dynamic organisation to be a part of. Dedicated to ensuring the future of the creative industries, we train actors, practitioners and technicians to the highest standards. The staff team are highly skilled, friendly and dedicated, and as a result Mountview is flourishing with creativity. We are an outward-looking organisation, with ambitions spanning local, national and international activity. Our home in Peckham is beautifully purpose-built and we thrive in it. However, Mountview is not a building, it is an ethos, and we have recently launched four regional sites for some of our training. Mountview is a happy and energetic workplace which celebrates kindness and difference, and succeeds through a shared pursuit of getting things done well.

Our core values, which guide and inform everything we do and believe, are:

- **CHALLENGE THE STATUS QUO**
doing things differently and courageously; allowing curiosity to drive us; being motivated by new ideas and pushing boundaries; celebrating dynamic and playful exploration; influencing industry with progressive practice; inspiring everyone we reach.
- **CREATE BELONGING**
welcoming all people from all backgrounds; implementing anti-oppressive practices; actively seeking to break down barriers to inclusion; creating access; embedding Equality, Equity, Diversity, and Inclusion approaches; celebrating difference.
- **SUSTAIN THE FUTURE**
environmental mindset, maintenance, and renewal of existing resources; retaining rigour and integrity of our quality and standards; financial sustainability; resilience and wellbeing and supporting with nurture and kindness.
- **COMPASSIONATE COLLABORATION**
elevating ideas by working together with respect, sharing our warmth, creativity, and resources; finding strength in partnerships and collaborating internally and externally; developing cultural competency; listening; utilising networks.

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- **TRANSPARENT COMMUNICATION**

being appropriately open with our information and processes; developing liberatory training practices; compassionate and clear communication; solutions focussed; ownership of responsibilities with clear accountability; observing data privacy.

I hope you will enjoy getting to know more about Mountview and wish you well in the application process should you choose to apply. You are welcome here.

WE DO THINGS DIFFERENTLY

Whether through our higher education programme, our participation work or Mountview Exams, our training aims to develop skills, grow confidence, celebrate creativity and reward individuality.

As 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.

Mountview is synonymous with exceptional Musical Theatre training and we are widely considered to lead the field as global innovators. We are proud to have launched our own examination board, offering graded Musical Theatre qualifications. Our unrivalled expertise brings a fresh approach, sharing our values with people of all ages and at all stages in their development.

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.

PURPOSE OF THE ROLE

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 team, IT Technician, Production team 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.

MAIN DUTIES AND RESPONSIBILITIES

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.

Operations Management

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- 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 the Ticketing & Welcome Team Manager, contracted and casual Duty Managers and casual 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 the Production team 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.
- Have responsibility for the 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.

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- 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

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- 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.

TERMS AND CONDITIONS

Salary: Circa £37K per annum, depending on experience.

Contract: Permanent.

Hours: 40 hours per week, normally 9am to 6pm Monday to Friday, with a 1 hour unpaid break each day.

Additional hours may be required, including some evenings and weekends, as agreed with the post holder and determined by the needs of the business. The post holder may be able to take time off in lieu, within 2 months, having agreed it with their line manager.

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

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

OTHER BENEFITS

- Complimentary staff tickets for public performances, subject to availability and policy.
- Pension scheme with NOW Pensions.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.
- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.

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- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 3 December at 9am.

Interviews: Interviews are expected to take place in the week commencing Monday 8 December.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

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

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

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

ADDITIONAL INFORMATION

The post holder must at all times carry out their responsibilities with due regard to Mountview's policy 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.