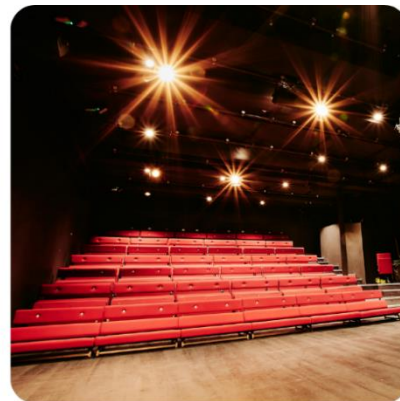


OPERATIONS SUPERVISOR

WHO WE ARE



“It’s just made me even more creative and probably made me a better, happier person” Participant,
Young Theatre Makers

“Coming here has just really opened my eyes to what theatre can be.”
Erica, Young Theatre Maker & Assistant Facilitator



“Thrilling fresh look at Arthur Miller’s masterwork... outstanding update on one of the great plays of the 20th Century”

The Stage on Tobacco Factory Theatres’s production of
Arthur Miller’s *A View From the Bridge*, directed by Mike Tweddle



“Delightfully whimsical... this show is ready to smack a big smile over your face.”
Broadway World on Tobacco Factory Theatres’s production of *The Borrowers* by Mary Norton

Our mission is to provide a welcoming home for creative adventures and human connection; to offer incredible theatre and opportunities to learn and exchange ideas.

Tobacco Factory Theatres is a much-loved independent theatre and arts charity, founded 20 years ago and located in a re-purposed factory.

Our vision is to build an inclusive creative community rooted in our home in South Bristol. Through inspirational theatre we take people on creative adventures, nurture talent, connect people and provide life-changing opportunities.

We present up to three in-house productions and 50 touring shows each year, and we support and commission new work by independent artists. We are proud to offer creative learning and participation opportunities to 3,000 local people each year, with 200 children and adults attending weekly courses at the theatre.

We work alongside inspirational resident artists and facilitators, who help shape our plans and programmes, and a community of 300 Artist Members who participate in regular meet-ups and events, generating new ideas with us.

Over the next decade, we want to build on our achievements of the last 20 years:

- developing our reputation as a world-class centre for new work
- growing impact, relevance, accessibility & quality across all we do
- collaborating to build a vibrant & inclusive cultural scene for Bristol & the South West
- improving representation & working culture within the theatre industry
- consolidating a business model that supports our artistic and charitable ambitions

INCLUSION AND DIVERSITY

The unforgettable experiences we offer are built on the values of curiosity, kindness, collaboration and inclusion. We want everyone who attends Tobacco Factory Theatres to feel equally welcome, respected and valued.

To achieve this, we need to make our programmes and spaces more accessible and relevant. We are thus committed to embodying and championing diversity and inclusion across our audiences, beneficiaries, staff and board.

Whilst we welcome applications from people of all backgrounds, we strongly welcome applications from people whose identities or backgrounds are under-represented in the arts industry. If this applies to you, **please refer to this in your application and we will**

—
Patron Mrs Mary Prior CVO MBE

Trustees Sarah Smith (Chair), Joseph Bell, Alison Eynon, Mike Forrest,
Ewen Macgregor, Christelle Pellecuer, Matt Penneycard & Ceri Wade.
Company no. 04536120 / Charity no. 1097542



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guarantee an interview if you meet the criteria listed in 'We would like to hear from people who have'.

Job Title: Operations Supervisor

Reports To: Head of Operations

Responsible for: TFT Volunteers

SCOPE

The Operations Supervisor is a member of our Operations Team, assisting with the day to day running of our busy building and the delivery of our public facing activity. You will support the Operations Team to ensure compliance and best practice across all areas of the operation by conducting regular checks of facilities and equipment and assisting with the management of service contracts and suppliers.

You will support the Head of Operations with the running of the Theatre Bar and FOH areas, ensuring income targets are met and compliance and best practice is achieved at all times.

You will work closely with the Operations team to recruit and deliver a range of hires of our spaces, working these events where possible to ensure smooth and efficient delivery.

The Operations Team at Tobacco Factory Theatres is led by the Head of Operations and consists of a Technical Manager, Operations and Events Administrator and a team of Bar and FOH staff.

This is a four day per week position (32 hours per week). Hours are worked mainly during office hours however some regular weekend and evening work will be required. We are happy to discuss working patterns at interview.

KEY RESPONSIBILITIES

Theatre Bar

- Assisting the Head of Operations by overseeing the smooth running of the theatre bar, ensuring the bar runs to its potential at all times. This will include:
 - Compiling staff availability and coordinating rotas to ensure the bar is fully staffed at all times
 - Arranging cover or covering cancelled shifts if required
 - Performing regular stock takes and weekly stock orders
 - Reconciling weekly bar takings and compiling spend reports
 - Weekly bar maintenance including line cleaning and regular checks
 - Compiling regular reports on bar and FOH activity
- Supporting the Head of Operations with stock analyses and spend patterns. Implementing changes and improvements to increase the use, profit and accessibility of the bar
- Assisting the Head of Operations with the recruitment and training of FOH teams
- Ensuring compliance with licencing, Health and Hygiene and Health and Safety laws at all times across the Theatre Bar and FOH spaces

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- Ensuring the fixtures, fittings and equipment in the Theatre Bar and FOH areas are in good working order at all times
- Working weekly bar and FOH shifts, with number of hours correlating with wider workload.

Operations

- Working with the Operations team on the scheduling of events and resource across all spaces to ensure they are supported and appropriately staffed at all times
- Supporting the staff teams with enquiries relating to the Theatre Bar, FOH and the visitor journey
- Supporting the Head of Operations in the day to day management of service contracts, ensuring value for money and quality of delivery at all times
- Working closely with the Head of Operations and Technical Manager, assist with a program of regular safety checks across the organisation
- Supporting the Head of Operations to ensure the fixtures, fittings and equipment in the theatre offices and back of house are in good working order at all times
- Playing an active role in the work of the H&S committee

FOH Management

- Supporting the Head of Operations to increase the use and income from the Theatre Bar and FOH areas through efficiencies, improvements to our offering and the feel and fabric of the spaces.
- Overseeing the smooth functioning of all spaces on the visitor journey, ensuring the premises, equipment and facilities in the FOH and Theatres are safe, clean and accessible when open to the public
- Developing plans to open the FOH space during the day to provide a meeting space for staff, visitors and local businesses.
- Training and managing FOH volunteers to assist the customer journey during theatre visits as required

Hospitality/Hires & Events

- Supporting the Head of Operations to develop the use and commercial potential of the Theatre Bar, Meeting Room and FOH areas
- Working as part of the Operations team, facilitate hires of the Theatre Bar and FOH spaces by actively recruiting, responding to enquiries and overseeing the running of events
- Supporting the Arts and Sales teams in the smooth running of press nights, launches and internal events
- Researching, developing and implement a programme of hire catering options for hire clients and visitors to the theatre

Other

- To be an informed and enthusiastic member of the team
- To attend staff meetings and away days, and other theatre events including season launches and press nights
- To attend productions & keep abreast of all activities in the Theatres
- To abide by Tobacco Factory Theatres' policies and procedures
- Any other duties as mutually agreed with the Head of Operations

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We would like to hear from people who have:

- Experience of supervising the day to day operation of a busy public-facing organisation
- Experience of working in the bar or hospitality sector, including stock ordering, financial controls and day to day bar maintenance
- Experience of hiring spaces to a variety of clients, including recruiting clients and delivering events
- Experience of compiling and managing staff rotas
- Experience of leading a team of volunteers
- Strong organisational skills and attention to detail
- The ability to multitask in a high pressurised environment
- An entrepreneurial thinker with a can do approach to problem solving
- Excellent verbal and written communication skills
- A passion for environmental sustainability
- An interest and enthusiasm for theatre and the value of the cultural sector

Applicants may also have:

- Experience of working in a public facing role in a theatre
- Experience of managing utility and service contracts
- Experience of working with Theatre and PRS licenses
- A personal licence
- Up to date Health and Safety, Health and Hygiene and First Aid qualifications
- Experience of working with Epos till systems

TERMS & CONDITIONS

Contract: Permanent

Hours per week: 4 days / 32 hours per week (0.8 FTE)

Annual salary: £23,000 pro rata

Hours: Mainly daytime office hours however some regular evening and weekend work will be required. We are happy to discuss working patterns at interview.

Holiday: 30 days (pro rata) per year including bank holidays.

Employer: Tobacco Factory Arts Trust

Location of post: Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF.

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Probation period: Three months during which notice will be one week

Notice thereafter: One month

Application Process

All applications will be considered.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people who have experienced barriers, exclusion or a lack of representation within theatre or the arts. We will offer a guaranteed interview to anyone who identifies as such, providing they meet the skills and experience listed under the heading 'We would like to hear from people who have' above.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please get in touch with our Operations & Events Administrator at theatre@tobaccofactorytheatres.com

To apply:

To apply for this position please email recruitment@tobaccofactorytheatres.com with the subject 'Operations Supervisor' and include all of the following:

- Your CV
- A cover letter (max 2 sides of A4) or short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

Deadline: 10am on 14th September
Applications received after that time cannot be considered

Interviews: Week beginning 19th September

Start date: ASAP following offer.

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