

HEAD OF OPERATIONS

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’ 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’ production of *The Borrowers* by Mary Norton

Patron Mrs Mary Prior CVO MBE

Trustees Sarah Smith (Chair), Joseph Bell, Sam Charleston, Alison Eynon,
Mike Forrest, Laura Knight, Ewen Macgregor, Matt Penneycard, Christelle Pellecier,
Rick Stone & Ceri Wade. Company no. 04536120 / Charity no. 1097542



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

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, located in a re-purposed factory and operating two flexible theatre spaces. Born out of an experiment 20 years ago, we are continually developing and our vision is to build an inclusive creative community rooted in our home in South Bristol. Our unique setting makes for electrifying experiences and we deliver these in our trademark adventurous spirit.

We want our inspirational theatre to take people on creative adventures, nurture talent and provide life-changing opportunities. Through our varied and highly regarded artistic programming, professional development work and creative engagement department, we use culture to bring about positive change in our community. Pre-Covid we were welcoming 70,000 people through our doors each year.

Over the last two years we have navigated a major threat to our existence. This has involved significant challenges, but has strengthened our determination to be the best we can be. We have adapted, developed new and exciting partnerships and are committed to supporting the resurgence and strengthening of a vibrant and inclusive cultural scene for Bristol.

INCLUSION AND DIVERSITY

Our vision is to build an inclusive creative community rooted in our home in South Bristol. Our inspirational theatre will nurture talent and provide life-changing opportunities for all.

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 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 specified for this role under the heading 'We would like to hear from people who have'.

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Job Title: Head of Operations
Reports To: Executive Director
Responsible for: Technical Manager, Operations and Events Administrator, Operations Supervisor

SCOPE

The Head of Operations is the driving force behind the smooth, sustainable and efficient running of our dynamic and ever-evolving organisation. You will ensure that your operations team supports all areas of our work and realises the growing ambition of our innovative and entrepreneurial charity.

As Head of Operations, you will be responsible for the day-to-day running of our building and the delivery of all public facing activity. You will ensure compliance and best practice across administration, operations (including bar), finance processing, IT and HR.

You will lead the Operations team consisting of the Technical Manager, Operations Supervisor and Operations and Events Administrator, and will work closely with our outsourced finance team. In addition, you will oversee the running of the Theatre Bar, ensuring income targets are met and compliance and best practice is achieved at all times. The Head of Operations will also deliver on an annual events hires target which we intend to grow as an essential income stream in achieving sustainability for the organisation.

This is a four day per week position (32 hours per week). Occasional evening and weekend work will be required.

KEY RESPONSIBILITIES

Management

- Overseeing the Operation department's management including;
 - Line managing and overseeing responsibilities of all staff within your team, setting work plans to achieve the strategy and financial targets of the department.
 - Working with the Operations Team to ensure all public-facing staff are trained and well-informed of programme details, branding and processes/policies.
- Engaging with the full staff team at Tobacco Factory Theatres to drive active involvement in use of our spaces.

Operations

- Responsible for the day-to-day delivery of all activity taking place in our spaces and also any activity that is presented off site.
- Working closely with the Operations team to manage the spaces, scheduling and associated systems, licenses and procedures ensuring activity runs smoothly at all times.
- Working closely with the Technical Manager to lead regular safety checks and maintenance as required
- Working closely with all staff to ensure systems and procedures related to security are in place and responding to any incidents.
- Acting as one of TFT'S emergency contact and responding to incidents as required
- Leading on the organisation's Environmental Policy and action plan, proactively driving forward actions and improvements

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Finance

- Working with the Operations and Events administrator oversee the daily processing of finance administration and systems including; generating sales invoices, processing purchase invoices and the reconciliations of trade debtors.
- Producing internal spend reports from our finance software and circulating to the senior and executive team
- Managing the organisations petty cash and card payment processes.
- Overseeing the banking and financial controls for the theatre bar and any hires including compiling reports on spend, stock, raising invoices and the processing of hours for the monthly payroll.
- Collating staff data for the monthly payroll

Hospitality & Hires

- Managing the Theatre Bar and FOH spaces, ensuring they operate efficiently, effectively and achieve targets.
Working as line manager to the Operations Supervisor, this will include:
 - The smooth running of the theatre bar, ensuring the bar operates to its potential with appropriate stock and equipment available, profit margins are maintained and spend targets are met and increased
 - Analyse of stock and spend patterns and implementing changes and improvements to increase the use, profit and accessibility of the bar
 - Working with the Operations Supervisor to appoint, manage and train FOH teams, ensuring shifts are adequately staffed at all times and that cover is in place when needed
 - Acting as the Personal Licence holder/Designated Premises Supervisor for the theatre
 - Ensuring compliance with licencing and H&S laws at all times across the bar and FOH spaces
- Support the Executive Director to develop and deliver an event hires and hospitality strategy. This will include:
 - Working with the Operations and Events administrator to pro-actively seek clients to hire spaces around our programme of work
 - Reviewing and setting competitive pricing structures
 - Ensuring robust contracting and reporting procedures are in place.
 - Ensuring the smooth and efficient running of all hirers
 - Managing the relationship with regular hire clients

Human Resourcing (HR)

- Managing the effective, compliant and inclusive approach to the recruitment and induction of staff.
- Responsible for setting staff procedures for reviews, appraisals and the recording of annual leave.
- Holding staff training budget and requests hand in hand with line managers.

Health and Safety

- Working closely with the Technical Manager to lead the delivery of the organisation's Health and Safety policy and procedures, ensuring compliance with legislation, best practice, and that all staff are aware of and work within its guidelines
- Overseeing and ensuring that regular testing and safety checks of facilities and equipment are undertaken by all staff and that systems are reviewed annually
- Working closely with the Technical Manager to ensure risk assessments are in place for all activity taking place.

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- Overseeing the Health and Safety, fire and first aid training processes, ensuring appropriate levels of staff are adequately trained at all times.
- Lead and manage the work of the Health and Safety Committee.

Administration

- Ensuring that all offices are equipped with fixtures, fittings and equipment and that robust administration systems and procedures are in place that allow efficient operation of the organisation.
- Ensuring the organisation's IT infrastructure and phone system are up to date and fit for purpose and managing the relationship with the organisation's IT support provider
- Responsible for leading the rolling review of the organisation's policies and procedures, ensuring they are compliant, appropriate and communicated clearly to all staff.
- Overseeing and reviewing all contracts including maintenance, cleaning, utilities and insurance, ensuring value for money and quality of delivery at all times.
- Compiling and processing organisational data for annual reporting as required.

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PERSON SPECIFICATION

We would like to hear from people who have:

- Experience of leading and motivating a staff team
- A demonstrable experience of managing budgets, financial processing and control.
- Previous experience in an operational, general management or building management role.
- Experience of hiring spaces to a variety of clients.
- Experience of bar and hospitality management.
- Experience of leading and managing an organisation's Health and Safety policy.
- Experience of office and administration procedures.
- Experience of HR protocol, including the recruitment of staff, managing HR policies and procedure
- Excellent verbal and written communication skills
- Strong organisational skills with meticulous attention to detail
- The ability to multitask in a highly pressurised environment
- An entrepreneurial thinker with a can do approach to problem solving
- A passion for environmental sustainability

Applicants may also have some of the following:

- Experience of working with Xero accounting software
- Experience of the set up and management of IT infrastructure
- Experience of applying for and working with Theatre and PRS licenses
- A personal licence
- Up to date Health and Safety and first aid qualifications
- Experience of working within the cultural sector
- Experience of best practice with regard to Equality, Inclusion, Diversity and Belonging.

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TERMS & CONDITIONS

Contract:	Permanent
Hours per week:	4 days / 32 hours per week (0.8 FTE)
Annual salary:	£35,000 pro rata
Hours:	Mainly daytime office hours. Some evening or weekend work may be required.
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
Probation period:	Three months during which notice will be one week
Notice thereafter:	Three months

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 contact theatre@tobaccofactorytheatres.com or 0117 902 0345.

To apply:

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

- Completed application form outlining you experience against the personal specification.
- Or a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

Deadline:	12noon on Friday 25 November 2022 Applications received after that time cannot be considered
Interviews:	Week beginning Monday 12 December 2022 . Should we require second interviews these will take place w/c Monday 19 December 2022
Start date:	ASAP following offer