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Job Description

Operations Manager

To ensure a welcoming front of house, accessible, and engaging experience for all visitors.

1. **Operations Management** - supported by Deputy Director and Director
 - a. Oversee the daily operations of The Plough arts centre, ensuring the building is clean, safe, and fully functional.
 - b. Putting in place the DM rota and overseeing training and acting as the Duty Manager to open up or lock up, or to let community groups in and out of The Plough Arts Centre building including security and access according to the rota.
 - c. In close liaison with the CEO, develop and implement operational policies and procedures.
 - d. In close liaison with the CEO, ensure compliance with health & safety regulations, licensing, and risk management requirements.
 - e. Coordinate maintenance, repairs, and supplier contracts
 - f. Ensuring all utilities including gas, electric, water, refuse, photocopier, telephones are up to date and have the best deals, and to liaise with providers where necessary.
 - g. To lead monthly operations meeting
 - h. Prepare box office rota aligned with operational and event needs.

2. **Event Coordination**
 - a. Working together with the tech team and programming team, plan, coordinate, and oversee all advancing and create LES sheets for events, including performances in the auditorium, community activities, and private hires.
 - b. Alongside the tech team act as the main point of contact for event organisers, artists, and external partners in the days leading up to the event.
 - c. Oversee event delivery on-site, troubleshooting issues in real time.
 - d. Conduct post-event evaluations to improve future delivery.
 - e. Coordinating and managing delivery of film screenings and where relevant communicating with film distributors.

3. **Volunteers**
 - a. Coordinate new volunteers that have been recruited, and manage their induction including steward training.
 - b. Coordinate and run quarterly volunteer meeting with help from Administrator

4. Programme Support

- a. Work closely with the programming team to support artistic delivery
- b. Provide post-event feedback and analysis to programmers to inform future programming and marketing decisions
- c. Supported by Administrator report to PRS - live events and film screenings

5. Assist Senior Management

- a. Helping the Director (CEO) and Deputy Director to develop operational systems and processes where needed.
- b. Ensuring all communication with staff and volunteers is handled effectively when the Director (CEO) and Deputy Director are not available.

6. Other duties

- a. Act as Duty Manager as required.
 - b. Ensure Fire Alarm checks are carried out weekly.
 - c. Cover Box Office when needed.
 - d. And any other reasonable requests by the Management by negotiation.
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[CFH/ED/10.6.26]