

Job Description

Operations Officer



Contract type

Permanent (35 hours per week). All roles are open to job share, agile and flexible working.



Salary Band

Band D (£30,000-£42,000) FTE, there is an expectation that you would start at the bottom of the band.



Annual leave

Annual leave for a full-time role is 25 days rising to 27 days after 5 years.



Who we are. What we do.

Based in the heart of Covent Garden, Society of London Theatre and UK Theatre are the membership bodies for the theatre sector, representing theatre producers, managers, owners, and operators.

We have a shared staff team working together to deliver our joint vision and mission for our two organisations.

As a not for profit organisation, our members are at the heart of everything we do and we support them by offering specialist advice, sharing good practice, collective bargaining, networking, advocacy, audience development and raising the profile of theatre through major events and campaigns.



Our Vision - the world we want to see - is a **dynamic, sustainable and world class theatre sector.**



Our Mission - what we do as an organisation - is to **champion theatre and support our members to thrive.**

We operate under **3 joint priority focus areas** that allows us to deliver on our vision and mission:

- A growing, engaged and united **membership**, including a skilled, diverse and productive workforce for now and the future
- To inspire, attract, retain and diversify theatre **audiences**
- **Advocate** to support growth across the sector.

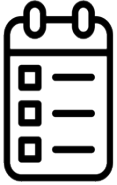
Our Diversity, Equity and Inclusion policy

We are committed to putting diversity, equity and inclusion at the heart of everything we do. We do this through recruiting from the widest spectrum of channels, constantly reviewing our policies and procedures to ensure they are fit for purpose and giving all our staff a voice. Our mission to produce a skilled, diverse and productive workforce for now and the future is crucial to our success as an organisation.



Role Description

In this role you will work closely with the Operations Manager on all operations requirements for SOLT and UK Theatre, providing proactive and reactive support to help keep the Rose Street and TKTS Leicester Square buildings safe, running smoothly and looking their best. This role will be based at our Rose Street office with occasional visits to TKTS, the ticket booth situated in Leicester Square, as and when required.



Key Responsibilities and Accountabilities.

- Assist the Operations Manager with maintenance and improvement projects in the Rose Street and TKTS Leicester Square buildings, helping to identify requirements, manage procurements, managing contractors to see works through to successful completion
- Assist the Operations Manager with the day-to-day maintenance of the SOLT and UK Theatre IT and communication systems (including phones), maintaining records of users, devices and licenses
- Provide Level 1 IT support for colleagues across the business in both Rose Street and TKTS ticket booth
- Work with all departments to identify operations requirements for all internal and external events taking place in Rose Street, and deliver these to a high quality standard
- Support events held by SOLT and UKT on 3rd party premises as required including the Olivier Awards and Theatre Conference
- With Operations Team colleagues, run a high quality 'front desk' operation, greeting visitors to the Rose Street offices, providing catering for meetings and events as required, answering phones and directing calls, managing general email inboxes, arranging meeting rooms and associated technology to enable successful hybrid events
- Assist the Operations Manager in ensuring full compliance throughout the buildings with health & safety regulations, managing routine checks and pro-actively identifying requirements
- Manage the day-to-day administration of building maintenance contracts such as cleaning, fire and intruder alarm servicing, and statutory servicing of lighting, electrical, lift and heating systems
- Manage the contact and contract databases for all operations services, such as plumbing, electrical, air conditioning, pest control, general maintenance, couriers / taxis, catering services, printers, franking machine. Maintain a 'preferred supplier list' including managing a process of regular reviews to ensure value for money and service quality
- Support the Operations Manager with financial management of the department including managing operations budgets, reconciliation of company credit card statements, processing receipts and supplier invoices.
- Provide operations support as needed in the absence of the Operations Manager
- Attend theatre press nights where appropriate and take advantage of trade tickets when offered
- To undertake general Operations and Administration duties and to cover for holidays and sickness as needed, including cover duties in the TKTS booth
- Undertake any other duties as reasonably required • This role may include some work on evenings and weekends, as required by your line manager and directed by the Events team



Directorate

This is a key role in the Operations team within the Finance and Operations Directorate, The Directorate focus is to ensure the organisation operates effectively and efficiently, and supports colleagues across the business to deliver high quality services to our members and advance the interests of the theatre sector.

Reporting to your line manager:

Operations Manager

Direct reports:

None



Technical knowledge and skills required

- Competency in Microsoft Office packages
- Confident in set up and use of technology including hybrid kit
- An interest in, and tenacity, to ensure IT issues are addressed and efficiently resolved
- Experience of identifying requirements for meetings and events and in high quality delivery
- Ability to communicate professionally with a range of people, including an excellent telephone manner
- Experience in scheduling and managing a varied workload including managing contractors visiting site
- Awareness of Health and Safety requirements in an office environment including of food hygiene procedures
- An understanding and commitment to equality, diversity and inclusion
- An interest in the theatre industry (desirable)



Competencies

Here are the key competencies for this level:

Impact

You will deliver activities and projects within your function to the highest possible standards, ensuring that activities and projects meet goals and KPIs.

You will contribute your specialist skills to cross organisational projects and activities, ensuring your work supports the overall delivery of the project.

You will use your experience to support the development of business and organisational plans.

Communication

A solid communicator, you manage positive day to day relationships with stakeholders and members.

Including, where relevant, being the point person for external agencies and specialist support and ensuring the highest quality of work is delivered to the Organisations.

You will take an active approach to cross organisational working, ensuring every department contributes to the success of our work.

Innovation

You look at how you can bring innovation into your work by looking at best practice from our sector and others.

You help solve problems and inform business decisions.

Knowledge

You will have solid and/or specialised expertise and qualifications in your function and invest in your own development, implementing learnings into your work.

Culture

Part of a culture of transparency, equality, diversity and inclusion, fairness and personal development for all staff.

Work with your line manager to ensure that your personal development plan is delivered and completed.