

Newcastle Theatre Royal Trust
the team behind Newcastle Theatre Royal

Director of Operations (maternity cover)

Job Description

Department:	Operations
Responsible to:	Chief Executive
Department Head:	Director of Operations

Direct reporting departments: Visitor Services, Maintenance and Technical

Newcastle Theatre Royal Trust is an independent charity that runs Newcastle Theatre Royal. The 2015, 2016, 2017 and 2018 winner of the Most Welcoming Theatre, North East award, we are committed to giving the highest quality of welcome and of service to everyone, on-stage and off.

Purpose of the Role

To be responsible for the efficient, effective, profitable and safe delivery of the Trust's operations functions, ensuring excellent service delivery to audiences, visiting companies, contractors and internal departments.

To ensure the ongoing development of operational strategy in line with the Trust's strategic plan.

Main Duties

Strategy and Policy:

- As a member of the Trust's senior management team contribute to the overall strategic vision, developing and delivering operational activity and services to meet business objectives effectively and profitably.
- Attendance at board meetings ensuring governance responsibilities in relation to operations are effectively reported and fulfilled.

Visitor Services & Access:

- Direct the ongoing development & implementation of the Visitor Services strategy across all visitor functions ensuring the highest standards of the customer experience and satisfaction is achieved.
- Responsibility for the development and implementation of the Trust's Accessibility strategy.
- Ensure activity complies with relevant Equality and Diversity legislation and is equivalent to or better than current best practice, striving to be innovative and proactive in the services we offer.
- Line management of the Head of Visitor Services and Visitor Services Hospitality Manager.

Maintenance and Technical:

- Direct the delivery of effective maintenance and building improvement programs, ensuring delivery of a comprehensive regime across building services commensurate with listed building status and the expectations of the public, performers and staff.
- Responsibility for the ongoing development of building improvements and maintenance strategies and that the Trust is compliant with relevant legislation including but not limited to listed building regulation, environmental best practice and safety legislation.
- Responsibility for the development and delivery of the asset management strategy and building development projects.
- Direct a safe and efficient Technical operation, working with skilled in-house teams in the continued development of technical service provision for visiting companies.
- Ensure technical operations are delivered in line with current best practice, regulations and the BECTU code of practice, and in accordance with the Trust's safe systems of working.
- Line Management of the Head of Technical and Maintenance.

Commercial Operations

- To develop the commercial sales strategy ensuring successful operational delivery and profitability of all ancillary sales functions in line with compliance and financial regulations (bars, merchandise and hospitality).

Finance:

- To agree annual budgets and income targets with the Chief Executive and control all expenditure within these budgets.
- Responsibility for the effective management and procurement of operations contracts ensuring that the Trust achieves best value and compliance with financial regulations.

Health & Safety:

- To be the Trust's lead officer on all Health, Safety and Environmental issues and comply with and monitor all Health, Safety and Environmental legislation and licensing, as well as the Trust's safety regulations.
- Lead the delivery of a positive and dynamic Health and Safety culture.
- To develop and encourage safe working practices in all aspects of the Trust's work
- To chair the Trust's Health and Safety Committee and report regularly to the Chief Executive on Health, Safety and Environmental matters.

General:

- Represent NTRT at local functions/events as required including but not limited to representing NTRT within the NGCV network.
- Undertaking other relevant reasonable duties as may be requested from time to time by the Chief Executive.
- To be an effective leader and deliver the departmental Staff Reviews in line with the Company's Human Resources Policy.
- To oversee the training and development of the staff of the department in accordance with departmental and organisational aims and objectives.

Training

The post-holder will be offered induction training as well as ongoing training and professional development based on the needs of the individual and requirements of the post. An annual Staff Review will be undertaken with the Chief Executive.

Salary

Commensurate with skills and experience

Hours of Work

39 hours per week, this may include evening and weekend work plus bank holidays.

Notice period

12 weeks

Duties as a member of the Theatre Royal team

- Ensuring that the working environment and practices conform to the Trust's Health and Safety and GDPR Policies, appropriate Child Protection legislation and Health and Safety Legislation.
- To take all reasonable care and responsibility for the Health and Safety of themselves and other persons who may be affected by their acts or omissions and to co-operate with the Trust in achieving and maintaining Health and Safety requirements.
- Be fully committed to the Trust's Equality Policy; *The Theatre Royal values and promotes equality, supports and encourages diversity and has a zero tolerance policy on discrimination of any kind.*
- To adopt an environmentally aware attitude and adhere to the Trust's 'Green Initiative', taking personal responsibility to reduce waste, conserve energy and promote recycling in all duties.
- To understand the Trust's staff handbook and respect the ethos by which we work as an Investor in People and Equal Opportunities employer, always striving to be the best in our industry as a welcoming theatre.
- You will be engaged by Newcastle Theatre Royal Trust Ltd and your place of work will be Newcastle Theatre Royal.

Essential skills

- Strong leadership with a measurable track record of creating successful teams with tangible achievements in improvement and change management.
- Commercially aware, results driven and able to maximise opportunities through influencing and negotiation skills.
- Experience of working within an arts and culture environment, with specific experience of frontline, hospitality, maintenance and technical operations.

- Experience of creating and managing budgets and budgetary reporting.
- Knowledge of current Equality and Diversity, Health and Safety and Environmental legislation and best practice.
- Knowledge of the BECTU agreement.
- Exceptional communication skills, both written and verbal.
- Advanced relationship building skills, working with customers, clients and suppliers including the ability to create relationships and nurture them on an ongoing basis.
- Highly organised, motivated and pro-active.
- Ability to work independently but take direction when required.
- Intuitive, analytical and fast thinking with the capability to multitask a vast range of priorities simultaneously.
- Possess drive and enthusiasm to deliver constant continuous improvement and a passion for service excellence.
- Effective listener, able to motivate, develop and inspire both individuals and teams.

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