

## JOB DESCRIPTION

### Director of Operations

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<b>Responsible to:</b>	Chief Executive
<b>Responsible for:</b>	Operations Manager, House Managers, Technical Stage Manager, Maintenance Co-ordinator, Housekeeping
<b>Job purpose:</b>	Lead and support the facilities and operations team in the management of the Arts Centre and Theatre, ensuring high levels of customer service; health and safety; security and buildings maintenance. Provide senior leadership support to the technical department.

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#### **SOUTH HILL PARK BERKSHIRE'S CENTRE FOR THE ARTS, BUSINESS AND COMMUNITY**

Located in a beautiful eighteenth century Mansion house and grounds, South Hill Park is a unique and highly regarded arts centre and theatre, providing a rich mix of arts performances and activities. The venue is also the new official home for Bracknell Forest wedding ceremonies and offers a variety of opportunities for corporate or private events and hospitality such as wedding receptions, parties and conferencing. South Hill Park works in partnership with contract caterer Peas & Carrots Ltd to provide a quality in-house service. In 2019, the Mansion opened its newest function room, the Coach House a purpose built events space for all occasions.

A producing and presenting venue: music, theatre, comedy and dance, South Hill Park attracts leading professional producers, artists and local groups to form an annual performing arts programme augmented by our hugely popular in-house community productions. From life drawing classes to dance master classes, there is also an extensive range of workshops in almost everything artistic. The venue boasts two theatres, music and comedy cellar, recital room, craft workshops, three visual arts exhibition spaces and a cinema.

In the summer the grounds and buildings are taken over by a number of festivals and outdoor events – an opportunity to enjoy popular music, Shakespeare, and children's theatre in a beautifully restored, award-winning English garden. South Hill Park produces its own Christmas pantomime and large-scale in-house Easter musical.

South Hill Park is run by an independent trust registered as a charity and is part-funded by Bracknell Forest Borough Council and Bracknell Town Council, with project support from Arts Council England and a number of trusts and foundations.

South Hill Park is a creative and vibrant place to visit and work. The staff, Board of Trustees and visitors are fiercely proud of the work and activity that takes place in the Arts Centre and passionate about the role it plays within our community – **together we inspire and enrich lives.**

#### **JOB DESCRIPTION – GENERAL**

As a member of the senior leadership team, contribute to the strategic planning of South Hill Park with particular focus on buildings maintenance; customer service; health and safety; and the management of the facilities and operations team plus top-level leadership of the technical department. The operations team consists of: Director of Operations; Operations Manager; House Managers; Maintenance Co-ordinator; Janitors; Cleaners and the front of house Volunteers. The house management team works closely with a third-party catering company to offer appropriate levels of support and advice to ensure an efficient and commercially thriving catering and events

offer, from the Atrium Restaurant and Bar to wedding receptions and Wilde Theatre food, drink and merchandise sales. The stage technicians are managed day to day by the Technical Stage Manager.

## **MAIN DUTIES AND RESPONSIBILITIES**

- To lead and support the facilities and operations team.
  - To provide senior leadership support to the technical department.
  - To oversee buildings maintenance and daily housekeeping.
  - To ensure appropriate levels of security.
  - To ensure high levels of health and safety and customer care.
  - To establish an excellent working relationship with the caterer and registrars to ensure efficient use of the facilities whilst maximising earned income.
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## **JOB DESCRIPTION – SPECIFIC**

The Director of Operations will:

- Make a pro-active contribution to South Hill Park's senior leadership team;
- Be a Personal License Holder (South Hill Park will arrange if required), ensuring all licenses are up to date and adhered to, liaising with external authorities and stepping in as Designated Premises Supervisor if required;
- Oversee the day-to-day operations and facilities at South Hill Park;
- Recruit, line manage and appraise the Operations Manager; House Managers; Technical Stage Manager; Maintenance Co-ordinator and Housekeeping team and support the Technical Stage Manager in the recruitment of the technical team;
- Provide senior leadership support to the Technical Stage Manager and technical team;
- Lead on the Arts Centre's approach to Volunteers across the charity;
- With the Chief Executive, set and manage the department's annual budgets;
- Act as Health & Safety Officer (including Fire Officer) for all public and private areas, ensuring policies and procedures for fire; first aid; hazardous substances and security are adhered to by all staff and resident or visiting companies, eg. catering. Liaise with external authorities and organisations as required;
- Ensure all health and safety records are kept up to date;
- Ensure regular cleaning checks for the site are carried out, any issues resolved and checklists for the housekeeping team are created and monitored;
- Be the primary contact for South Hill Park's insurance broker and manage all insurance related matters;
- Act as South Hill Park's representative on all operational matters in relation to and in liaison with the caterer and registrars to ensure a joined-up approach is maintained at all times to the mutual benefit of all parties, including security and safety;
- With the Sales and Marketing Director, set targets for programme and merchandise sales and implement processes with the house management team to deliver against those targets;

- Work closely with the caterer on supporting all performance related ancillary sales opportunities, eg. ice creams;
- Oversee the operational practicalities of outdoor events and festivals;
- Act as key holder and take responsibility for security of the building, including the alarm system, CCTV and keys;
- As required, liaise with a third-party security company to ensure the safety of all staff and visitors;
- Work with the maintenance co-ordinator on the maintenance and general upkeep of the buildings, aspects of the grounds, equipment and general facilities at South Hill Park (excluding specific specialist equipment in the theatre spaces which are the responsibility of the Technical Stage Manager);
- Cover duty management shifts in the event of illness, holiday etc;
- Attend occasional staff meetings, training sessions and other events, which may take place outside normal working hours.

### General

- Represent South Hill Park as an ambassador for the organisation at press nights, performances, meetings and events;
- Undertake any other duties as may be reasonably requested by the Chief Executive;
- Follow and adhere to all health and safety procedures and policy.

### Relationships

Maintain good professional relationships with:

- Staff, tutors, volunteers and members of the Board of South Hill Park;
- Bracknell Forest Borough registrars and the caterers who operate within the Mansion;
- The officers and members of Bracknell Forest Borough Council, Bracknell Town Council and Parish Councils;
- Relevant arts organisations, associations and professional bodies;
- All other individuals and organisations with whom South Hill Park seeks to work.

### PERSON SPECIFICATION

	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"> <li>• A good level of education</li> </ul>	<ul style="list-style-type: none"> <li>• A' Level or FE equivalent</li> <li>• Hold a recognised health and safety qualification (IOSH Managing Safely, NEBOSH Gen)</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Leadership/managerial experience</li> <li>• Managing a team</li> <li>• Working in a building facilities/operations team</li> <li>• Experience in areas of; health and safety, inc. fire safety, IT, insurance and security</li> </ul>	<ul style="list-style-type: none"> <li>• Building maintenance</li> <li>• Working for other arts/leisure facilities</li> <li>• Knowledge of technical theatre</li> <li>• Previous Premises Licence holder</li> </ul>

	<ul style="list-style-type: none"> <li>• Managing budgets</li> <li>• Meeting/monitoring targets</li> <li>• Computer literate (Microsoft Office: word, excel, outlook)</li> </ul>	<ul style="list-style-type: none"> <li>• Supervising large scale events</li> <li>• Working with volunteers</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Proactive, professional, diplomatic and enthusiastic approach</li> <li>• Results driven</li> <li>• Accuracy and attention to detail</li> <li>• Team player – works well with others</li> <li>• Calm under pressure</li> <li>• Well organised and good administration skills</li> <li>• A good communicator</li> <li>• Willingness to ‘muck in’</li> <li>• Able to work occasional evenings and weekends as required</li> </ul>	<ul style="list-style-type: none"> <li>• Interest in the visual and performing arts</li> <li>• A clean driving licence and own car</li> </ul>

## EQUAL OPPORTUNITIES

South Hill Park aims to be an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

## CONDITIONS OF EMPLOYMENT

- Salary:** Up to £35,000 per annum
- Normal hours:** 35 hours per week plus lunch breaks over seven days on a rota basis. Additional hours may be required for which time off in lieu will be given.
- Holiday:** 29 days paid annual leave, (including Public and Bank Holidays).
- Pension:** Enrolment into South Hill Park’s workplace pension scheme.

This post carries a probationary period of three months, during which time the notice period required by either party is two weeks. Subsequent to a satisfactory review, the notice period is increased to two months.

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## TO APPLY:

Please complete the application and equal opportunity forms and submit by **12 noon on Monday 21 August 2023**.

Send completed applications to: Steve Parrott, Office Manager  
South Hill Park, Ringmead, Bracknell, RG12 7PA

Or email: [steve.parrott@southhillpark.org.uk](mailto:steve.parrott@southhillpark.org.uk)

If you would like an informal discussion about the role please contact Craig Titley, Chief Executive by email, [craig.titley@southhillpark.org.uk](mailto:craig.titley@southhillpark.org.uk)