

Job Summary

HEAD OF THEATRE OPERATIONS

Salary:	£40,000 - 45,000, depending on experience
Responsible to:	Operations Director
Responsible for:	Front of House Manager Facilities Manager Welcome Team Manager (with Director of Marketing and Audiences) via the Front of House Manager – Ushers, Duty Managers and Fire Officers via the Welcome Team Manager – Welcome Team Members Security, Cleaning staff, and other outside contractors
Hours:	40 per week / as necessary to fulfil the duties of the post. Working hours are flexible between 8am and midnight over 6 days. No overtime will be paid or TOIL offered. The Head of Theatre Operations is expected to be present for all dress rehearsals, first previews, opening nights.
Term:	Permanent
Holiday:	25 days per annum plus Bank Holidays, rising by one day for each full financial year worked to a maximum of 30.
Notice period:	Three months following a probationary period of 6 months.
Disclosure:	Because of responsibility for young people as audience members this post will be subject to an application for disclosure of criminal records from Disclosure and Barring Services.

Purpose of Role

The Operations Department oversees the people (both staff and visitors), building and technology areas of the organisation, ensuring that the building and technology are developed and maintained in order to support the staff and visitors of the Young Vic and that all three areas align with the Young Vic's Vision, Mission and Values. The Head of Theatre Operations is a member of the Young Vic's Senior Management Team and is responsible for the building, staff and visitor parts of this brief, including:

Delivering the Front of House operation and ensuring a standard of building upkeep that is appropriate for the varied types of work delivered across all three theatres. This includes:

- Upholding the Young Vic's commitment to anti-racism, especially in the intersection between the organisation and its visitors.
- Being a strong advocate for the Young Vic's anti-racism work both internally and externally.
- Being proactive in identifying challenges for our staff and visitors in their use of the building such that visitors and staff are well looked after and feel safe when on our premises.

Ensuring the Young Vic premises is well cared for and that all maintenance operations run smoothly by regularly assessing the suitability of the building, the function of building operation systems, and project managing upgrades and improvements to the building and building operation

systems. This includes proactively identifying areas of building investment that will require capital expenditure and developing reinvestment schedules accordingly.

Managing, leading and motivating the Front of House Manager, Facilities Manager and (with the Director of Marketing and Audiences) the Welcome Team Manager. This includes:

- Supporting the Welcome Team Manager and the Front of House Manager to ensure that all members of the Welcome Team and casual Front of House team are well informed, motivated and equipped to carry out their responsibilities efficiently and to the highest standards in order to support the artistic programme and ambitions of the Young Vic.
- Ensuring the Young Vic's strong ties to its local community are maintained and reflected in our teams such that everyone feels welcome in our spaces. When recruitment opportunities present themselves, ensure that our inclusive recruitment strategy is adhered to in order to enable our teams to reflect the richness of contemporary London.

Leading on the Young Vic's environmental sustainability agenda, ensuring that the Young Vic is keeping its commitments through the ACE Spotlight and Accelerator Programmes and that it is proactively making steps towards becoming carbon neutral.

Job Description

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FRONT OF HOUSE

- Ensure the theatre FOH operation is of the highest standard and that our spaces feel welcoming and inclusive to people from all different backgrounds.
- Ensure audience seating configurations are in line with the Young Vic's premises licence and additional relevant legislation, advising on capacity limits in conjunction with the Production Manager/Technical Director/Head of Stage
- Lead the FOH team and Welcome Team and ensure that an effective staff team structure is in place to support the artistic programme and ensure that the audience, company and staff are well looked after and comfortable at all times.
- To personally attend FOH operations throughout previews, press nights and other special events and oversee throughout the run of each production, constantly looking for ways to improve our offer.
- Support the FOH Manager in recruiting and managing the front of house staff.
- Take on occasional Duty Manager shifts as necessary.
- Consult and collaborate with the Head of People on any changes to contractual terms for all FOH staff.

BOX OFFICE

- Ensure the theatre BO operation is of the highest standard.
- With the Director of Marketing and Audiences, lead the Welcome Team and ensure an effective staff team structure is in place.
- With the Director of Marketing and Audiences, oversee the recruitment of the Welcome Team.

BAR

- Develop and maintain excellent relations with The Cut Bar (Young Vic's third party cafe and bar operators), acting as day to day relationship manager.
- Ensure all operations of The Cut Bar adhere to the lease of the Cafe / Bar.
- Support the Operations Director in managing the renewal of the lease of the Café / Bar.
- Ensure excellent communications with The Cut Bar meeting at least bi-monthly to plan and manage building events and operations.

BUILDING MANAGEMENT

Presentation

- At all times, ensure that all areas of the building present a clean and inviting appearance and maintain the Young Vic aesthetic and brand
- With the Facilities Manager, coordinate all building maintenance and decorating, including managing a rolling maintenance programme.
- Plan, budget and co-ordinate building upgrade and renewal projects
- In the run up to all first Previews and through to Press Night, in consultation with the FOH and Welcome Team Manager, ensure that all auditoria and public spaces are properly

prepared, maintained, clean and inviting and to confirm that seating configurations are correct.

- Manage the agreements with cleaning operators, and support the Facilities Manager in co-ordinating cleaning schedules and ensuring that their work is to a satisfactory standard.
- Ensure all signage throughout the building is clear, adheres to company guidelines and is well maintained.
- Liaise with the production department about work required in the building and carry out/arrange for repairs as required.
- Ensure that all furniture and equipment throughout the building is tracked and fit for purpose.
- With the Facilities Manager, manage all building and maintenance contractors including organising and scheduling inspections and servicing.

Health and Safety

- Ensure effective Fire and Emergency Evacuation, and Invacuation procedures are in place, up to date and properly implemented.
- Have responsibility for all site Health and Safety including developing a H&S strategy, ensuring up to date training is in place, updating health and safety documentation, including the H&S Policy and all related procedures
- Ensure the Young Vic is operating within Health and Safety regulations, keeping up to date with changes in best practice and legislation. Lead on contractor management and monitoring internal and external working practices.
- Oversee all accident investigations and promote best practice or implement new ways of working as a result.
- Attend the Health & Safety Committee and ensure the Health and Safety Policy is implemented throughout the building.
- Ensure that workplace inspections, fire inspections and risk assessments are carried out regularly and within required timescales.
- Ensure that all seating configurations adhere to Health & Safety and Licensing regulations
- Liaise with and maintain contact with local police and emergency services.
- Personally hold up to date First Aid training. Ensure that First Aid supplies are adequate and the Accident Book is up to date. Ensure the same for appropriate staff.
- Personally be trained in Fire Safety and ensure same for appropriate staff. Check Fire escape routes on a regular basis
- Take responsibility for the testing and maintenance of the Fire Safety System including regular fire evacuation rehearsals and drills.
- Support the Operations Director with any relevant Business Interruption planning.

Security

- Oversee all security systems within the building in conjunction with the Facilities Manager, including management of the key and door systems
- Ensure effective systems are in place in order to track who is on the Young Vic premises at any given time
- Manage the security personnel including external security companies and contracts against budget and in liaison with the Cut Bar.
- Act as a key holder for the building and manage an up to date register of current key holders, ensuring all keys to the building are accounted for.

OPERATIONS

Systems and Day to Day operations

- Understand all the systems to operate the theatre (excluding the performance based technical systems).
- Ensure the smooth running and maintenance of all the building service systems including non-production electrical installations, lift, fire and intruder alarm systems, plant – heating, ventilation, cooling and BMS, drainage, plumbing and general housekeeping.
- Oversee the Young Vic's telecommunications system, and manage agreements with external support companies.
- Be responsible for the CCTV system, ensuring that it is operational and compliant with relevant legislation, and undertaking periodic reviews as to its effectiveness
- Work with staff from all departments as required to plan and coordinate the best use of administrative, production and other space and equipment to manage the range of activities that take place within the Young Vic building.
- Work closely with the Production Department for example in relation to planning and carrying out building maintenance and ensuring the building is safe and complies with legal requirements.
- Chair the weekly Operations Meeting and be responsible for ensuring that departments and services actively work together to effectively support activities within our spaces
- Ensure the Front of House and Welcome Team are fully trained on relevant current Health & Safety and Fire Alarm procedures and other Building Systems.
- Manage recycling and refuse contracts
- Ensure storage areas are tidy and well organised with regular clear-outs
- Manage all utility suppliers to the Young Vic
- Monitor the effectiveness and oversee the implementation of maintenance agreements
- Manage service contracts with office equipment suppliers in conjunction with the Facilities Manager

Licensing and Insurance

- Liaise with local authority and other appropriate bodies to ensure the Premises License is up to date and adhered to and to act as 'Premises Supervisor' for the Young Vic.
- With the Operations Director, ensure that the Young Vic is properly insured and liaise with Young Vic insurers as required.
- Keep internal producing and project teams up to speed on Young Vic Insurance policies and to work alongside those teams to negotiate the correct insurance for productions and projects.

Budgets

- Attend monthly Capital Expenditure meetings and work with the Operations Director to set the annual budgets for capital expenditure.
- With the Operations Director and Finance Director set the annual overhead budgets for operational expenditure – this includes cleaning, utilities, stationery, maintenance agreements, insurance, etc
- Report regularly, at least quarterly, to the Operations Director on operational and capital expenditure against budget.

PUBLIC ACCESS

- Ensure all Licensing regulations regarding members of the public are adhered to.
- Ensure an appropriate number of trained staff are on duty when required.
- Ensure full and excellent access and service for everyone throughout the building, using the social model of disability to understand access requirements.

- Oversee the FOH and Welcome Team managers to ensure access performances for all productions are scheduled and advertised in a timely way.

ENVIRONMENTAL SUSTAINABILITY

- Create and lead on the organisation wide Environmental Strategy ensuring the Young Vic is considering and reducing wherever possible the impact its operation has on the environment.
- Be a proactive member of the Sustainability Panel and oversee the work the Facilities Manager does around waste, water and energy management.
- Set, monitor and report on appropriate key performance indicators in relation to the Environmental Strategy.

GENERAL

- Be an active and supportive member of the Senior Management Team and wider staff team
- Engage and contribute meaningfully to development of the Young Vic's Business Plan and Equality, Diversity and Inclusion Action Plan
- Maintain good relations with local residents and the Waterloo BID, representing the Young Vic's interests within local planning or development proposals.
- Represent the Young Vic at relevant South Bank culture sector engagements.
- Uphold and embody the Young Vic's company policies, including but not limited to our Equality, Diversity and Inclusion policy, Dignity at Work policy and Health and Safety policy.
- Provide the highest level of customer and audience care and service at all times
- Any other reasonable duties that arise to fulfil the objectives of the Young Vic

Person Specification

HEAD OF THEATRE OPERATIONS

Essential Skills

- Significant senior experience of looking after the Front of House and all other operational requirements of a theatre / cultural venue.
- An understanding of the operational and building upkeep needs of a high profile producing theatre / cultural building
- A proven track record of delivering on building project management.
- A proven track record of overseeing and managing contractors.
- Experience of managing budgets and financial reporting.
- Experience of line managing staff.
- Knowledge of & experience of implementing health and safety legislation and policies.
- An understanding of and commitment to the principles of access, anti-racism & representation, and disability in an arts environment.
- Experience of implementing licensing and local authority regulations and an understanding security, safety and licensing issues when dealing with audiences or the public.
- Excellent communication skills and the ability to provide clear and concise details regarding building issues.
- Ability to positively influence internal and external contacts to ensure the visitor's needs are appropriately considered.
- Ability to represent area and contribute to wider organisational issues within the senior management group.
- Excellent team player.
- An understanding and commitment to environmental sustainability.
- A passion for the work of the Young Vic.

Desirable Skills

- Personal Licence holder
- First aid trained
- IOSH trained
- Previous experience in a producing theatre company
- Knowledge of computerised box office system and procedures
- Familiarity with UK Theatre / BECTU agreements.