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ENGLAND**

BATTERSEA ARTS CENTRE

Head of Operations Applicant Information Pack

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September 2022

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Introduction / How to Apply

Thank you for your interest in the role of Head of Operations at Battersea Arts Centre (BAC). You will find information about the role and the person specification in the following pages. Before you fill out an online application form, please read the information included here.

Please use the online application form to apply. A link to the online application form can be found on the [Work With Us](#) page of our website. You will need to upload your CV as part of the application form.

All applications must be submitted by **10am Monday 24 October 2022**. BAC reserves the right to close submissions for this role before the closing date, should a suitable applicant be found.

Successful shortlisted applicants will be invited to attend an interview on either **Tuesday 1 November or Wednesday 2 November**. Interviews will take place in person. We can provide a BSL interpreter or a live captioner if required.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at recruitment@bac.org.uk.

We look forward to receiving your application.

People Team
Battersea Arts Centre

Head of Operations Application Information Pack

Battersea Arts Centre (BAC) is a home for radical artistic ideas. We support artists, young people and communities to spark positive change through their creativity in many different ways, and this social purpose is at the heart of everything we do. Based in an iconic building with a radical history, our work revolves around an ambitious live programme of performance, heritage, events, and creative and community projects. Projects developed at BAC can also be found out in our communities and tour across the UK and the world. We want you to join our team and make your mark on the BAC legacy.

Project Working

BAC operates a project working structure, which means all of our strategic and creative activity takes place within projects. These projects are operated and supported by a set of teams who bring their specialisms - from communications and technical to producing and finance - to each project. Project working is about working collaboratively and bringing out the best in all our staff. It's a structure that recognises people's expertise, creating more dynamic teams across everything we do.

Working at Battersea Arts Centre

At BAC we work collaboratively throughout the day, with teams frequently crossing paths and joining together, even if that's just to make the morning's pot of coffee. We encourage all staff members to work together collaboratively and always look for opportunities to come together as a team. We strive to foster a lively and light-hearted office environment. Creativity and openness are at the heart of what we do, and BAC is always ecstatic to welcome new members to the team and nurture their career development journey.

BAC is a busy and vibrant organisation, with around 60 team members. All staff are offered a flexible management structure through a combination of line management, in-house coaching, individual supporter and mentor options. Our usual office hours are 10am-6pm and we offer flexible working where possible.

BAC's office is an open-plan space on the second floor of our building, Battersea old Town Hall, accessed by two sets of stairs or a lift. BAC is wheelchair accessible throughout the building; there are accessible toilets

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and a mix of loud and quiet spaces. The nearest wheelchair accessible station is Clapham Junction and the route is 0.6 miles up a hill. There is a disabled parking bay on Theatre Street next to the building.

The role will involve regular meetings; communicating via phone/video, email and in person; and computer-based work for several hours across the day. Some evening and weekend working will be required as part of this role. Attending performances, events and being part of the creative life of the organisation is part of everyone's role at BAC.

The Role

Responsible to: Executive Director & Deputy CEO

Responsible for: Visitor Experience Manager, Facilities Manager

The Head of Operations is a key role leading a robust Facilities and Visitor Experience Team in a bustling, lively cultural venue. This role will lead on health and safety, compliance and licensing for our beautiful Grade II listed building.

We are seeking out an energised team lead, who will work collaboratively with teams across the organisation. You will bring an ability to engage and energise a team of both ad-hoc and contracted staff.

This is an exciting opportunity to make your mark on a vibrant and inclusive venue.

As Head of Operations you hold accountability for the budget and strategic decisions relating to this area. This encompasses key areas which visitors will experience when coming to Battersea Arts Centre:

1. The facilities of the building – ensuring that facilities are safe, compliant and aesthetically pleasing;
2. The visitor experience – ensuring positive, welcoming and efficient front of house and box-office teams;
3. Community hires – ensuring we are generous with our space for local people and charities, alongside our commercial aims.

As Head of the **Operations Team** you will be responsible for the line management of the following four areas:

- Facilities: line managing the Facilities Manager;

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- Duty Management: line managing the Visitor Experience Manager;
- Health and Safety: you will have a peer-to-peer relationship with the Head of Production & Technical for this area, but with your role having overall accountability;
- Dynamic Working: managing contracts with any key infrastructure providers e.g. IT support, Artifax etc.

You will also maintain oversight and responsibility to ensure a well-functioning Operations Team as a whole, even where you do not hold the direct line-management relationships.

Senior Management

As a member of the senior management team you will collaborate and work collectively on projects and ideas with key areas of responsibility for:

- Enabling your team to achieve your project's objectives and success measures;
- Shaping and leading a refreshed Visitor Experience strategy with your team;
- Undertaking robust budget setting and management, with accurate recording and clear accountability for your budget, ensuring your project comes in as close to board approved position as possible;
- Providing clear analysis and timely reporting to senior management meetings, funders, stakeholders and BAC's Board of Management;
- Undertaking occasional special projects in supporting the Directors to deliver the organisation's objectives.

Accessibility and Inclusive Venues

Collaborate with our Inclusive Practise Manager to:

- Actively seek opportunities to improve accessibility at BAC;
- Evaluate user experiences to ensure continuous improvement.

Visitor Experience

Working collaboratively with other teams, lead and support the Visitor Experience Manager and their wider team with the following areas:

- Embed accessibility within BAC's visitor experience;
- Set and uphold presentation standards of the building;
- Ensure all health & safety standards are compliant and training needs are met;
- Ensure that the building supports local charitable organisations effectively;
- Deliver a consistent message for shows and events;
- Keep all marketing and communication material in public areas up to date and in line with branding guidelines;

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- Ensure all performances and shows are supported in their planning and delivery;
- Attend the relevant meetings to maintain a clear understanding of activity and enable a high standard of delivery.

Facilities Management

Working collaboratively with other teams, lead and support the Facilities Manager and their wider team with the following areas:

- Oversee building management ensuring health & safety standards are compliant and training needs are met;
- Deliver the annual Julie's Bicycle report and any other related sustainability reports;
- Careful management and adherence to the facilities budgets ensuring any critical works are logged and escalated;
- Ensure all maintenance tickets and reactive maintenance is completed in a timely manner;
- Contributing to the planning and needs analysis for capital projects;
- Overseeing the delivery of building works.

Organisational Development

Support the Executive Director & Deputy CEO to deliver to key development projects to support continuous improvement at BAC:

Environmental Sustainability

- Devising and implementing an ambitious and sector leading environmental strategy;
- Carrying out relevant benchmarking and data collection activities to support evidence and options analysis;
- Lead on internal change and understanding.

Dynamic Working Practices

- Support the design and implementation of dynamic working practices across the organisation;
- Oversee efficient and smart approaches to planning and delivery;
- Streamline and embed systems and processes that empower the business to measure success and continually improve performance.

Leadership

For the organisation:

- Take overall responsibility for providing an outstanding level of customer service to the public and artists;
- Develop and lead a clear strategic for the planning and delivery of project work streams;
- Attend and contribute to regular meetings, bringing your expertise and contributing to the wider organisational strategy;
- Generating buy-in from across the organisation for your projects and role modelling best practice in your area of work;
- Leading internally and externally for BAC, ensuring it always presented in the best possible light.

For your team:

- Lead by example in your conduct and approach, providing mentoring and support to team members in the Operations Team;
- Provide supportive line management, ensuring any areas for development and training are identified and addressed;
- Hold overall responsibility for the recruitment, motivation, appraisal, individual support and training for all Operations team staff – delegating direct responsibility as required;
- Ensure all activity is delivered to a high quality and upholds BAC's purpose and values.

General

- Take responsibility for out of hours' emergency call outs relating to building maintenance when the Facilities Manager or Assistant Facilities Manager are unavailable;
- Work in accordance with BAC's Code of Conduct and organisational policies, such as Safeguarding, Health & Safety, Environmental and Access & Equality;
- Consider ways to limit BAC's carbon footprint in all areas of your work;
- Undertake any other duties as reasonably required by the leadership of BAC.

Terms & Conditions

Salary: **£40,000-£45,000** gross per annum

Hours: **40** hours per week, excluding a daily one-hour lunch break.

This role is 5 days a week out of 7; evening and weekend work will be required, usual office hours are 10am-6pm, Monday-Friday. We offer flexible working where possible.

All staff at Battersea Arts Centre are expected to attend performances and be a part of the artistic life of the organisation.

Overtime: No overtime payments; we operate a Time Off in Lieu (TOIL) system, to be taken within two weeks of accrual.

Annual Leave: 20 days per annum, plus statutory holidays, increasing to 25 days after one complete year of service

Probation period: **6 months**, with a 3 month review

Notice period: **3 months**

Contract Period: **Permanent**

Workplace Pension

Scheme: BAC's pension scheme is provided by NEST

Staff Benefits Complimentary tickets for performances at BAC (subject to availability and staff ticket policy)

BAC Cycle to Work Scheme

Discount on meals in the BAC cafe (subject to discount policy)

5 Development Days per annum

Person Specification

Essential

Experience & Knowledge:

- Strong experience managing a public building and/or experience of leading the planning for public events;
- Experience of managing budgets;
- Experience of leading a team;
- Experience of health & safety management;
- Good knowledge of health & safety legislation;
- Experience of overseeing a food and beverage operation.

Skills & abilities:

- Working collaboratively in a management role;
- Excellent communication and interpersonal skills;
- Leading by example, to motivate and get the best out of a team;
- Strong efficiency and organisation skills
- Solutions driven and able to take initiative

Interests & values:

- A welcoming and friendly approach;
- A people centred approach to problem solving;
- Accuracy and attention to detail;
- Positive and flexible;
- An ability to build strong and warm relationships with colleagues;
- Willingness to work flexible hours including weekends and evenings if necessary;
- A commitment to Battersea Arts Centre's purpose and values.

Desirable

- First Aid trained;
- Fire Marshall trained;
- An IOSH or similar qualification;
- Experience of working in a theatre;
- Experience of working on site-specific events or with non-traditional performance spaces;
- Experience of working with a computerised Box Office system;
- Knowledge or experience of procurement process;
- Excellent office and administrative skills including MS Office;
- Confident offering pastoral care;
- Interest in professional development.