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**JOB DESCRIPTION & PERSON SPECIFICATION**

Job Description

**KEY INFORMATION**

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| **Role Title** | Head of Operations |
| **Reports to** | Venue Director |
| **Hours** | Full-time, 40hpw |
| **Contract** | Permanent |
| **Annual Leave** | 25 days per annum plus Bank Holidays |
| **Salary** | £50,000 - £55,000 (dependent on skills and experience) |
| **Location** | Bradford Live, Bradford |

**ABOUT TRAFALGAR ENTERTAINMENT(TE)**

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

**ABOUT TRAFALGAR THEATRES**

**Trafalgar Theatres** is the venue-operating division of TE. We currently operate 21 venues, including 14 in the UK regions: the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future.

**ABOUT BRADFORD LIVE**

**Be part of a unique venues’ team in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.**

**Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.**

We are passionate about entertainment, audiences, and the live experience, and we value **Creativity, Collaboration, Excellence, and Respect.**

**ABOUT THIS ROLE**

The Head of Operations will ensure the highest standards for all front-of-house, event management and hospitality activities, including all ancillary spaces. bespoke dining events and private functions. The Head of Operations will also oversee the ticketing function and the security operation. Managing, motivating, and developing the staff within the venue is crucial to the role, ensuring clarity of direction and delivery of key priorities through the implementation of the business strategy, developed in collaboration with the Venue Director and Senior Management Team.

The lead for venue health and safety, working in close collaboration with the Technical & Buildings Management Team and wider Venue Leadership Team.

Placing the guest experience at the heart of everything we do to create a destination venue experience for all visitors, artists, promoters and production teams to position Bradford Live as the mid-size venue of choice in the North of England.

**JOB ROLE –HEAD OF OPERATIONS**

**KEY RESPONSIBILITIES**

**Strategic**

* With the Venue Director, develop annual front-of-house, hospitality, and events business plans and budgets, clearly setting out expected profit and service targets.
* Engage with all relevant local stakeholder management to ensure the venue is integrated into city centre organisations.
* In conjunction with the central support teams, prepare and execute a comprehensive operations plan.
* Working closely with central hospitality colleagues, investigating, developing, and proposing new initiatives and business opportunities for front-of-house and hospitality services.

**Financial**

* Alongside the Venue Director monitor monthly and quarterly progress against business plans and budgets, with monthly reports of variances against budget and other associated reports as required.
* Investigation of shortfalls or overspending against target KPIs and developing agreed measures to rectify variations to realise overall budgetary targets.
* Oversee the implementation of appropriate price structures and product ranges based on group tariffs with the Food & Beverage Team.
* Oversee the management of the till system and other retail solutions for customer transactions and reconciliation**.**

**Operational**

* Manage the events team to ensure the highest standards of event delivery and compliance are achieved, following all relevant legislation and guidance.
* Day to day management of the hospitality team and working with the central resource team on best practice and hospitality event delivery.
* To manage the events programme, overseeing their successful development and delivery. This includes responsibility to be part of the Duty Management Rota for event.
* Liaison with productions to ensure their requirements are met successfully.
* To lead in event contracted services including security and medical provision.
* Oversight on the appropriate staffing levels on the budget for all contracted services and casual staffing.
* With the Technical and Buildings Manager, ensure all areas and their décor are maintained to a high, appealing standard, and all equipment is kept in good order.

**Customer Satisfaction**

* Develop, implement, and manage the highest standards of Customer Service in all Front of House and backstage areas, including communication and guidance for all staff.
* Deliver our ‘Four Pillars’ customer services training programme for staff, in line with TE policies, ensuring the maximum involvement from all departments.
* Oversee the review of all mystery shopper reports to ensure consistently high levels of customer service are maintained within the hospitality teams.
* With a focus on exemplary customer service, oversee the in-venue ticketing services for guests and promoters, ensuring collaborative working between all customer-facing teams.
* Oversee all customer feedback relating to the venue operations. Work with your direct reports to investigate and respond appropriately and share, where required, with colleagues to improve service standards.

**Recruitment, Training and Development**

* Recruitment, induction, training, performance development, and monitoring (including setting and monitoring of personal targets) of direct reports to ensure their total contribution to achieving business and service targets.
* Undertake any relevant training and development that may be required and keep abreast of relevant industry developments.

**Health & Safety**

* To understand and have an excellent knowledge of managing all current Health & Safety legislation, licensing regulations and Food Hygiene legislation
* Leading the venue to ensure it scores highly on all environmental health audits, food safety audits, and meets the requirements of the company’s food safety management system.
* The implementation of the venue’s emergency and evacuation procedures, including all relevant training, drills, and briefings, in collaboration with the Senior Management Team and the relevant statutory authorities.
* Undertaking and documenting risk assessments relevant to the front-of-house and Hospitality departments, including dissemination and review.
* Ensure departmental and company Health & Safety procedures are carried out in all duties.

**Other Responsibilities**

* Act as a key holder of the building, ensuring smooth and safe operations and security procedures are maintained.
* Support the Venue Director and cover in periods of absence.
* Dress in accordance with Company uniform policy and wear protective clothing as issued and instructed.

**ABOUT YOU**

You'll be a self-motivated, engaging, and dynamic leader with significant experience in the music, theatre or live entertainment space.

Commercially savvy, enthusiastic, and capable of influencing others (including senior members of the TE team and third-party producer clients), you’ll be energetic, proactive, results-focused, and creative in your approach.

You’ll be resilient, able to communicate clearly and excellent at forming working relationships with others.

**PERFORMANCE MEASURES**

* Venue financial performance is achieved through control of costs.
* Internal and external audit scores for Health and Safety, Food Safety and Human Resources.
* Visit Feedback scores from front-of-house and back-of-house customers.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence