



The Spring

Job Description:

Operations Manager

Revised: November 2024

Hours:	22.5 - 30 hours per week
Salary:	£27,000 per annum, pro rata
Reporting to:	Executive Director
Responsible for:	Technicians Casual Duty Managers Front of House & Maintenance Volunteers External Contracts

PURPOSE

The Operations Manager oversees the smooth management and coordination of The Spring's activity. The role takes responsibility for the ongoing maintenance and safety of the building and its users. They also work alongside the Box Office Manager and Café Supervisor to ensure excellent customer experience at The Spring.

RESPONSIBILITIES

Venue Management and Maintenance

- Act as the venue's Duty Manager, on rota with the Duty Management team, including taking responsibility for:
 - Locking and unlocking the building as required
 - Acting as Designated first aider
 - Emergency evacuation of the building and resulting management of emergency situations
 - Ensuring the building is well presented and ready for events and activities
 - Setting up spaces as needed for activities and hirers
 - Welcoming hirers, workshop leaders, artists and performers
 - Dealing with customer complaints
 - Managing immediate building and facilities issues
- Take a proactive approach to the maintenance of The Spring, managing and implementing a preventative maintenance programme to ensure the building and organisation is operational and well presented, including:
 - managing the maintenance relationship with our landlord
 - obtaining quotes for works not covered by the landlord
 - supervising work by external contractors and order cleaning supplies
 - managing work by the landlord, cleaners and volunteers
 - managing the operations budgets
 - managing utilities providers and negotiating renewals of contracts as required

- Manage the in-house technician.
- Work with the Creative Director and Exhibitors to ensure the successful installation of exhibitions, leading on operational installation and repairing and maintaining of the exhibition spaces.
- Work as a member of staff able to handle and move museum artefacts safely and in line with training provided and museum policies and procedures.
- Manage the relationship with our I.T support contractor and support the staff team with simple computer or printer issues.
- Support the Executive Director in the management of Havant Arts Active including facilitating changes in the shop & café and bar and taking responsibility for maintenance, hygiene and health & safety.
- Support the Executive Director in the creation and delivery of the Sustainability Policy and Action Plan.
- Support the Executive Director in the delivery of the Health & Safety Policy.

Event Management

- Manage the daytime, evening and weekend Duty Management rotas and staffing, providing emergency cover when required.
- Work with the Administration Officer to manage the front of house rota for volunteers, ensuring appropriate cover for all our events and activities.
- Support the catering rota, ensuring appropriate cover for all our events and activities.
- Work with the Executive Director to proactively manage all areas of Health and Safety including:
 - creating policies and procedures and ensuring that all activity is undertaken safely and in accordance with relevant legislation
 - creating and managing risk assessments and actions to reduce risks
 - acting as Designated Fire Officer taking responsibility for training, alarm maintenance and all aspects of evacuation procedure and undertaking weekly fire alarm tests
 - acting as Designated First Aider, including maintaining first aid kits and arranging appropriate training for duty managers and staff

Other Duties

- Work with all staff and volunteers to ensure The Spring provides an excellent experience for all customers.
- Perform other duties as may from time to time be reasonably required by the Directors and for the needs of The Spring.
- Abide by The Spring's policies and procedures
- Attend regular staff meetings

This job description is not exhaustive and may be subject to review in consultation with the post holder in the light of the changing needs of The Spring Arts & Heritage Centre.

PERSON SPECIFICATIONS

ESSENTIAL ATTRIBUTES:

- Demonstrable experience of working in a management level role or similar position.
- Excellent customer service skills and a commitment to providing high quality experiences for visitors.
- Practical experience of building and asset management, liaising and delivering on-going building maintenance and undertaking basic maintenance and repair tasks in person where possible.
- Demonstrable understanding of health and safety requirements including risk assessments, evacuation of public buildings, safe working practices and legislative requirements.
- Experience of managing people.
- Experience of implementing and monitoring policies and procedures.
- Demonstrable experience of budgeting and quality control.
- Competency with the use of Microsoft packages in an office environment.
- A positive approach to communication and to working in a team.
- A hands-on attitude and preparedness to get 'stuck-in'.
- A passion for the arts and live performance.
- An ability to multi-task, work under pressure and a willingness to work a range of hours.

DESIRABLE ATTRIBUTES:

- Knowledge of The Spring Arts & Heritage Centre and its programmes of work.
- A suitable IOSH or ABTT health and safety qualification.
- Experience of working with box office systems (we use Ticketsolve).
- Experience of working in a live arts venue.
- Experience of supervising volunteers.
- First Aid trained.