



Operations and Visitor Experience Manager



OVERVIEW

Reports to:	Head of Commercial Development
Salary:	Equivalent £26,250 per annum
Hours:	35 hours per week. Potential for flexible working, based on-site at Little Angel Theatre.
Holiday:	Equivalent 25 days per annum.
Permanent contract:	1 year, with the possibility to extend.

We particularly welcome applicants who are currently under-represented in the arts and puppetry sector. For further information or to discuss access requirements for your application contact us at recruitment@littleangeltheatre.com

Please head to our website to see how to apply for the position.
<https://www.littleangeltheatre.com/about-us/jobs-and-opportunities/>

About Little Angel Theatre

Little Angel Theatre is a home for puppetry. Since its doors first opened in 1961 the theatre has been dedicated to creating and sharing inspiring stories. Puppetry is at the heart of this innovative theatre, from igniting the imaginations of the youngest minds to equipping tomorrow's puppeteers with the tools they need to succeed. As well as an internationally recognised theatre with productions touring throughout the UK and across the globe, Little Angel Theatre also has its roots in Islington and works with its local, diverse community to break down barriers to arts engagement so all can benefit and enjoy this remarkable art form.

“Little Angel is nothing less than an icon of north London childhood.” Time Out, 2016

CORE DUTIES

The role

Little Angel Theatre is seeking a proactive, aspirational and committed Operations and Visitor Experience Manager.

This role looks after the day to day operations at our two sites in Angel Islington. You will work across the organisation to ensure that our teams can run their activities smoothly. It is a great opportunity to implement creative ideas for memorable visitor experiences and lead a team of front of house staff.

This role is a varied role and a successful candidate will show a positive problem-solving attitude along with the management skills to deal with the challenges of our multi-site operations. This role consists of four key aspects, visitor's experience, building maintenance, human resources and supporting our visiting companies.

This job offers a unique insight into the breadth of activity delivered at a leading children's arts organisation.

Principal areas of responsibility:

- To work with our Front of House (FOH) team to deliver a first-class visitor experience.
- To ensure our buildings are compliant and safe for staff, customers and freelancers.
- To support our recruitment process and inductions.
- To work proactively to highlight potential areas for the organisation to develop.
- Support administrative and creative teams.
- Contribute to developing the excellent visitor experience at LAT.

Our Operations and Visitor Experience Manager contributes to activities in the following ways.

Visitor Experience

- Manage the FOH rota, ensuring that we have the appropriate staff scheduled to work to adhere to H&S requirements and deliver a first-class visitor experience for all events that we deliver, working with the Box Office & Data Manager to allocate staff.
- Create usher notes for each show and oversee delivery, ensuring all tasks are completed. Feed into the creation of Box Office notes, ensuring staff working on box office are undertaking cleaning and FOH tasks where appropriate.
- Trained and able to step in to cover front-facing shifts on-site where necessary.
- Ensure commercial hirers can access the buildings for hires with the support of Duty Managers.
- Support HOCD by showing potential hirers and guests around the venues.
- Oversee the organisation's venue diary, ensuring it is up to date and that all staff can access the information they need, (updated by the Operations Administrator), including highlighting clashes in activity, proactively resolving issues and analysing the efficiency of the use of resources.
- Investigate the process of rota-ing throughout the organisation, including the use of YesPlan for scheduling of personnel and holding personal information regarding casual staff.

Building management

- Manage the budgets for building-related costs, in liaison with the ED, including maintaining a database of building-related contracts (annual costs and up to date contact information).
- Engage and manage contractors brought in to deliver building maintenance tasks.
- Work with the ED to ensure we hold adequate insurance cover for all our activities, premises and vehicle. Work with the Technical Stage Manager to ensure the vehicles are properly maintained and in good order to support activity.
- Manage soft services for both sites, ensuring we have appropriate cleaning and waste supplies and overseeing the wider storage requirements of the organisation.
- Undertake ad hoc building maintenance as required, proactively reviewing all spaces regularly, in liaison with the Technical Stage Manager (who

maintains the production equipment) and the In-House Designer (who oversees workshop equipment maintenance).

- Manage the H&S calendar for the organisation – liaising with individuals responsible for specific areas to ensure compliance and best practice.
- Lead the relationship with RB Solutions, LAT's external H&S contractor. Including management of audits, arranging training, and ensuring recommended actions are fed back into our H&S activity plan and resolved promptly.
- Specific responsibility for Water, Security, Building Maintenance, First Aid, Contractors, FOH / Public spaces, Office spaces, DSE, Reporting and Inductions.
- Updating the risk register on request of the Executive Director.
- Oversee and lead on the management of office equipment including photocopiers, printers, computers and the IT network, and phones; problem-solving outages and managing LAT's relationship with its IT, phone and office equipment contractors.
- Maintain box office equipment including Chip & Pin terminals, EPOS tablets and ticket printer, alongside the BO & Data Manager.

HR Support

- Oversee recruitment campaigns (managed by the Operations Administrator), including creating packs, listing jobs on relevant forums, disseminating applications, and coordinating interview schedules.
- Responsible for creating and delivering employee induction to the organisation, with support from the Operations Administrator.
- Lead on LAT gaining a healthy workplace accreditation with support from ED, Finance & Admin Manager and Operations Administrator, proactively reviewing our working practices and environment.
- Oversee the issue and return of keys to the organisation, and maintain building induction notes for individuals and groups using the spaces, ensuring that each group has an appropriate induction to enable safe use of the spaces.

Visiting Company Support

- Draft Heads of Terms and Contracts for Visiting Companies, in liaison with the Artistic and Executive Directors, with support from the Operations Administrator
- Supporting Visiting Company onsite shows, working with the Technical Stage Manager to ensure they have a well-managed experience of working in our venues.

Other duties

- Line management of the Caretaker / Duty Manager and FOH casual team, meeting with them regularly and ensuring they receive clear rotas in advance of their working days and have the training and resources they need to deliver their duties.
- Line Management of the Operations Administrator, meeting regularly, assisting with the prioritisation and time management of their workload (this role works across several areas of the organisation).
- Providing duty management cover for internal or external events when required.
- Proactively look to improve the sustainability credentials of the organisation and its outputs.
- Compliance with ICO / GDPR requirements in all areas of work, in particular with regards to the handling of sensitive HR data.
- To represent the company as and when required at performances, workshops, and other networking events.
- Adhere to stated policies and procedures relating to Health & Safety and Equal Opportunities.
- Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility.
- Any other ad hoc duties requested by the company.

Perks of the job

- Industry-leading in supporting staff with a flexible work/life approach.
- Work as part of a team who are used to working with staff who are both salaried and freelance.
- Commitment to training and development.
- Generous annual leave allowance, including birthday leave.
- Chance to influence the organisation with your leadership.
- Free places on adult learning courses to develop your skills.
- Be part of an exciting growing organisation that has shown resilience through the pandemic.
- Complimentary tickets for you and your family.
- Cycle to work scheme.

PERSON SPECIFICATION

The appropriate candidate will possess the following traits and skills:

Essential

- Enthusiastic, positive attitude.
- Passion for the performing arts, particularly for a family audience.
- Demonstrable interest in the administrative and operational aspects of a busy working theatre.
- Strong IT skills in both PC and Mac systems.
- Able to take and act upon instructions within a given time frame and in a busy working environment.
- Highly organised and self-motivated.
- Professional attitude with excellent communication and interpersonal skills, able to command respect at many levels and from a variety of stakeholders.
- Reliable and approachable with a flexible and proactive attitude.
- Responsible attitude to H&S activity, with a problem-solving approach to enable the innovative output of the organisation and maintain excellent customer service.
- Proven ability to effectively work in a multi-tasking environment.
- Practical experience in equipment and building maintenance.
- Ability to prioritise and remain calm under pressure.
- Experience in managing people (could be within a project context rather than line management), with the ability to motivate, attract, retain and develop individuals.
- Willingness to work flexibly, and at weekends when required.

Desirable

- Experience working in a professional arts environment, particularly with young audiences.
- Experience of visitor experience roles in theatre or other relevant industries.
- Experience in front of house or duty management roles in the arts.
- Experience in managing schedules and rotas.
- Experience in contracting and an understanding of HR processes.
- Knowledge of Health & Safety legislation and experience implementing Health & Safety policies and procedures.
- Experience in budgeting and/or project management.

APPLICATIONS

Application Closes: Tues 3rd May

Interviews: w/c 9th May

To apply please complete the application form and Equal Opportunities form that can be found on our website.

For more information about the company please see www.littleangeltheatre.com

Little Angel Theatre is an Equal Opportunities and accredited London Living Wage employer.

