January 2020

Dear Applicant,

Thank you for your interest in the post of **Operations Manager.**

This pack includes information on Theatre Royal Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website [www.stratfordeast.com](http://www.stratfordeast.com) for general information on the theatre’s policies, current programme and past history.

To apply for the post, please:

* Complete an application form in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification
* Return the application form and equal opportunities monitoring form by email to recruitment@stratfordeast.com
* Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **Monday 17 February 2020, 12 noon.**

It is intended that initial interviews will take place on **Friday 21 February 2020** and second round interviews on **Wednesday 26 February.**

We look forward to receiving your application and thank you for your interest in Theatre Royal Stratford East.

With best wishes,

Eleanor Lang

Executive Director

**Theatre Royal Stratford East**

Stratford East makes theatre both for, and inspired by, our community in Newham, East London. We continue the political and revolutionary ethos of our founder Joan Littlewood as a leading London theatre and civic hub for East London. We are driven by our art, inclusive and bold.

We tell stories that provoke discourse about the world we live in and our place within it.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood’s legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as Oh, What a Lovely War! and A Taste of Honey. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Nadia Fall’s Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. Nadia’s first season included a revival of *Equus*, which received seven 5 star reviews and a West End transfer, Sir Lenny Henry starred in a critically acclaimed and power rendition of August Wilson’s *King Hedley II*, and we engaged over 300 young people in a large scale production of Benjamin Britten’s *Noyes Fludde* in collaboration with English National Opera.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

* provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
* provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

**Our Mission**

* We produce work of the highest artistic quality that is:
	+ Popular: Theatre of the highest quality that seeks to move and entertain everyone
	+ Political: Work that provokes discourse about the world we live in and our place within it
	+ Inclusive: Stories that are representative of our East London home and speaks to a wider London audience and which strive for an expansive and imaginative portrayal of its diverse communities
* We ensure diversity and inclusion is central to everything we do
* We are investing in our Grade 2 listed building
* We work to be environmentally sustainable
* We nurture and develop our staff
* We create and champion opportunities for a diverse range of artists
* We develop an emerging generation of talent
* We present a year-round participation programme for people of all ages
* We engage with local partners and people in Newham and the East London area

**Governance and Finances**

Theatre Royal Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors chaired by Dame Margaret Hodge MP. The Board delegate day-to-day management of the theatre to its Executive Team: Nadia Fall (Artistic Director and CEO) and Eleanor Lang (Executive Director).

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England and the London Borough of Newham; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

**JOB DESCRIPTION**

**Job Title:** Operations Manager

**Reporting to:**  General Manager

**Direct reports:** Bar Supervisor, Front of House Supervisor, Head Duty Manager

**Working with:** All departments including the external catering provider

**Department Information**

The Operations Manager manages the Operations Team, which includes front of house, duty managers and bar teams. They report to the General Manager, who also leads the other operational teams, comprising:

* Building and Facilities team
* IT Systems Manager
* Operations Coordinator

**Main purpose of the Role**

The Operations Manager is responsible for the quality of welcome and experience that our visitors receive throughout the building. The role has a strong customer focus to ensure that our bar and front of house provide the best possible customer experience for all. Alongside this the Operations Manager will be sales focused ensuring that the bar income, and secondary spend opportunities are maximised. They will also be responsible for managing the operation of the building through the Duty Manager team and ensuring that the team adheres to the relevant health and safety legislation and licensing provisions.

**Key Responsibilities**

**Customer Service and welcome**

* Inspire staff to be customer focused, welcoming, committed and diligent
* Work with staff to ensure consistency of service
* Ensure the ambiance in the bar reflects the Stratford East brand including:
	+ Appropriate lighting
	+ Music choice and levels
	+ Temperature and outside areas access
* Liaising with Marketing to ensure that beverage menus are up-to-date, accurate and appropriately distributed
* Work with the Catering provider to ensure consistent and seamless service, and to ensure bar staff understand the catering provision
* Oversee the booking of any programmed entertainment, and work with the Assistant Producer where appropriate

**Staffing and Management**

* Oversee the recruitment of staff
* Ensure that FOH, bar staff and Duty Manager are regularly trained on customer service and health & safety issues, particularly fire drills and evacuation
* Ensure all staff are regularly briefed with all information required
* Lead on motivating the casual staff team to delivery excellent customer services at all times
* Work with the Head Duty Manager, the Bar Supervisor and the Front of House Supervisor to ensure that staffing levels and rosters are put together to ensure consistency of service whilst maximising efficiency and are within agreed budgets.
* Occasionally cover the Bar Supervisor and FOH Supervisor roles

**Compliance**

* Ensure the bar is compliant at all times with current Licencing, health and safety and food safety regulations and good practice
* Be a personal licence holder
* Authorise the sale of alcohol, ensuring that the alcohol sales are in full compliance with the requirements of the Licensing Act (2003) and the conditions of the TRSE Premises Licence

**Health and Safety**

* Act as Duty Manager for the building in the absence of Buildings & Facilities and Duty Managers, with a full knowledge of fire evacuation procedures and adherence to stringent opening and closing protocol.
* Ensure that appropriate measures are implemented to ensure the health and safety of staff and guests, including the adherence to risk assessments and implementation of adequate control measures
* Assist in the update of risk assessments for all FOH and bar areas
* Be a qualified first aider for the building (training will be given if necessary) and be actively available to provide first aid and management of any illness or accident incidents at Stratford East including the completion of accident/incident reports
* Participate fully in the Stratford East Health and Safety Committee

**Finance and Stock**

* Responsible for the management of all FOH and Bar budgets, working to meet income targets and ensuring expenditure is in budget
* Work with the General Manager and Finance team to provide information necessary to the financial management of the Company including actual and committed expenditure
* Prepare weekly payroll in a timely fashion ensuring the Finance department has all the necessary information
* Implement the programming and administration and maintenance of the EPOS system
* Oversee the ordering of all wet stock ensuring effective stock supply, rotation and minimum wastage
* Oversee the research and ordering of all kiosk refreshments as well as show-specific merchandise
* Carry out and make a monthly stock take

**Maintenance**

* Ensure that a good standard of cleanliness is maintained throughout the bar area
* Oversee the resolution of any reported maintenance issues working with the Head of Facilities and external contracts as required
* Ensure that all bar equipment is in good working order and maintained properly to ensure efficient service and minimise waste at all times

**Green**

* Be an active member of the Stratford East Green Committee
* Encourage FoH and Bar Staff to recycle as much customer waste as possible
* Communicate our green priorities and initiatives to audience members wherever possible

**Other**

* Advocate for Stratford East, its mission, aims and activity.
* Remain familiar with the Stratford East’s programme and other facilities, in order to converse with customers in an informed and confident manner.
* To maximise income and minimize expenditure wherever possible, without jeopardising the quality of the work or the reputation of TRSE
* To be familiar with and abide by all TRSE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy
* Other tasks as required, commensurate with the overall purpose of the post.

**PERSON SPECIFICATION**

**Experience and knowledge**

* Experience leading on customer service delivery
* Experience working Front of House, preferably in a theatre
* Experience of working in a demanding bar
* Experience of evacuation procedures within a customer focussed environment
* Experience of managing staff & budgets
* Evidence of setting and achieving sales targets
* Detailed knowledge of Health and Safety legislation including Health and safety training
* Extensive knowledge of beverage offers
* Proven track record in cost control, stocktaking and ordering

**Skills**

* Ability to work effectively under pressure and remain calm at all times
* Confident team leader and player able to inspire and motivate a team of casual staff
* Strong organisational and administrative skills
* Excellent communication skills
* Strong numeracy skills including experience in cash handling
* Excellent IT skills

**Personal attributes**

* Demonstrable commitment to accessibility
* Flexible approach to duties and working hours
* Demonstrable commitment to working within diverse communities

**Desirable Training**

* Security trained
* First Aid trained
* Fire Marshall trained
* Personal licence holder

**INFORMATION**

**Contract type:** Full time and permanent

**Salary:**  £30,000 - £34,000 per annum dependent on experience

**Hours of Work:** 40 hours per week. Monday - Friday with occasional weekend shifts and generally one evening shift a week.

**Holidays:** 22 days per annum plus bank holidays pro rata. This will increase

by 1 day for each full holiday year of service completed to a

maximum total of 25 days pro rata.

**Pension:** Up to 5% matched pension contribution after qualifying period

**Other benefits:** Season ticket loans, Cycle to Work Scheme, complimentary theatre tickets, staff catering discounts

**Notice Period:** 2 months

**Probation Period:** 6 months

**Other:** The post holder must be over 18 years of age (due to licencing regulations)

**TRSE is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.**