



## St George's Theatre, Great Yarmouth

---

### Job description

Job title:	Operations Manager
Reporting to:	The Board of Trustees
Hours:	40 hrs per week
Pay:	£32,000 - £36,000 per annum (dependant on experience)
Holiday Entitlement:	FTE 4 weeks pa plus statutory bank holidays pro rata
Employee Notice Period:	3 months

---

### Purpose of the role

To lead the day-to-day operational management of St George's Theatre, ensuring the building, staff, volunteers, and activities operate safely, efficiently, and to a consistently high standard. The Operations Manager will be responsible for compliance, building management, staff and volunteer coordination, and the smooth delivery of events and activities. The role provides essential middle-management capacity, supporting staff, strengthening processes, and enabling the Theatre Director to focus on strategic and artistic leadership.

### Main duties

#### Operational Management

- Oversee the daily running of the theatre, ensuring all areas are safe, clean, accessible, and ready for use.
- Lead on building operations, including maintenance, repairs, contractors, and facilities management.
- Ensure all events, hires, and activities are delivered to a consistently high standard.
- Manage and review operational systems (e.g., booking systems, checklists, procedures) to ensure they are efficient and fit for purpose.
- Monitor stock levels for operational areas and ensure timely ordering where required.

#### Compliance & Safety

- Act as the lead officer for compliance, including:
  - Health & Safety
  - Safeguarding

- GDPR and data handling
- Licensing requirements
- Accessibility responsibilities
- Produce, review, and update all operational and safety policies and procedures.
- Ensure all staff and volunteers receive appropriate training and understand their responsibilities.
- Conduct regular checks to ensure licence conditions and statutory requirements are always adhered to.
- Lead on first aid provision, evacuation procedures, and incident reporting.

## **People & Volunteer Management**

- Line-manage operational staff including Technician, Programme & Events Manager, Cleaner and Caretaker.
- Oversee the management of the volunteer programme, ensuring volunteers are supported, trained, and scheduled effectively.
- Provide day-to-day supervision, guidance, and support to staff and volunteers.
- Lead on recruitment, induction, and performance management for operational roles.

## **Customer Service & Venue Standards**

- Ensure the theatre provides a high-quality, welcoming, and accessible experience for all visitors.
- Support Front of House operations during busy periods, events, or staff absence.
- Maintain positive working relationships with visiting companies, hirers, community groups, and partners.

## **Financial & Administrative Responsibilities**

- Support the Theatre Director with operational budgeting, monitoring expenditure, and achieving value for money.
- Ensure goods and services offer best value and monitor contracts with external suppliers.
- Produce reports, recommendations, and operational updates as required.
- Provide reports for the Board of Trustees as and when required.

## **Other Duties**

- Work collaboratively with colleagues across the organisation to support the delivery of the programme and community activities.
- Represent St George's Theatre in a professional manner at all times.
- Undertake any other duties required to support the smooth running of the theatre, commensurate with the role.
- Flexibility to work evenings and weekends as required.

# Person Specification

## Essential Experience

- Experience of managing operations in a venue, cultural space, hospitality environment, or similar setting.
- Experience of supervising or managing staff and volunteers.
- Experience of delivering high-quality customer service.
- Experience of managing compliance responsibilities (H&S, safeguarding, licensing, GDPR).
- Experience of managing budgets or monitoring expenditure.
- Experience of coordinating events or activities.

## Essential Skills & Abilities

- Strong organisational and problem-solving skills.
- Ability to lead, motivate, and support a team.
- Excellent communication skills, both written and verbal.
- Ability to prioritise workloads and meet deadlines.
- Ability to remain calm and effective in a busy environment.
- Ability to work independently and take initiative.
- Strong attention to detail and commitment to high standards.

## Qualifications (Essential/Desirable)

- Relevant training or qualification in Health & Safety or venue operations (essential).
- First Aid qualification (or willingness to undertake training).
- Personal Licence Holder (desirable).
- Safeguarding training (desirable).

## Other Requirements

- Flexibility to work evenings, weekends, and occasional bank holidays.
- Commitment to equality, diversity, and inclusive practice.
- A positive, proactive, and collaborative approach to work.