

THE MARLOWE

Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Job title	Head of Operations
Reports to	Chief Operating Officer
Grade	15

JOB PURPOSE
<p>To lead the Front of House, Building Services, Housekeeping, Stage door and Catering teams to deliver the theatre's Vision and Mission and to ensure an excellent experience for all customers of The Marlowe.</p> <p>A member of the Strategic Management Team</p>

PRINCIPAL ACCOUNTABILITIES
<ul style="list-style-type: none"> • Advise the Executive on the strategic planning and development of the theatre's customer and building services; • Lead and develop the team, ensuring that staff are effectively recruited, have development opportunities, and are supported and supervised so they are able to deliver excellent customer service and meet targets. • To ensure that the first experience, that visitors have of our buildings, is warm, welcoming and personal. • Continually develop and implement a commercial strategy for the theatre's front of house and catering operation, ensuring effective use and appropriate development of the Trust's estate for commercial functions and the Trust's creative and fundraising events • Develop and implement a strategy to maintain the Trust's estate, ensuring that high standards of safety, efficiency and presentation are met at all times. • Advise The Marlowe Trust on facilities industry best practice, guidelines, legislation and new developments to ensure compliance and inform the future strategy of the Trust. • Ensure compliant, safe and efficient front of house and catering procedures, management, staffing and security for all Marlowe Theatre customers at any site. • Ensure compliant, safe and efficient procedures, security, maintenance and

<ul style="list-style-type: none"> housekeeping of the Marlowe Trust estate. • Manage the service budgets to ensure compliance with financial processes so that budget and income targets are met; • Develop effective working relationships both internally and externally to ensure good communication; • Ensure the team and contractors work in a safe and legal way to comply with regulatory and legislative requirements. • Inform the Marlowe Trust executive of any risk to the business.

REQUIRED ATTRIBUTES	
Required Qualities	<p>The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.</p> <p>We actively seek to represent the diversity of our society</p> <p>In order to live our values, our Head of Operations should be:</p> <ul style="list-style-type: none"> • A people person • Entrepreneurial • Passionate about the work you do.
Knowledge	<ul style="list-style-type: none"> • Good knowledge of the hospitality industry. • Good knowledge of the principles and responsibilities of facilities' management • Good knowledge of relevant Health and Safety legislation and practices, in particular buildings compliance, fire safety, food safety and hygiene and premises licencing • Knowledge of employment law • An understanding of events management
Skills	<ul style="list-style-type: none"> • Leadership skills • Commercial acumen • Excellent analysis and problem-solving skills • Excellent written and verbal communication skills • Excellent interpersonal skills • Ability to work effectively with numbers • A strategic thinker • The ability to adapt
Experience	<ul style="list-style-type: none"> • Experience of delivering results and high standards of customer service in hospitality, events or theatre management. • Experience of managing a catering operation • Experience of managing building services • Good experience of staff management and of leading a team • Good experience of managing budgets and meeting commercial income targets • Good experience of procurement and project management

Qualifications	<ul style="list-style-type: none"> • IOSH or relevant higher level safety qualification (or willing to attain while in post). • Personal Licence holder (or willing to attain while in post)
-----------------------	--

JOB DIMENSIONS	
Annual budgetary amounts	Income £1.2m Expenditure £1.3m
Number of staff reporting to the job holder	Direct Reports – 5 Indirect Reports – approximately 32 plus approximately 60 staff on zero-hour contracts
Any other relevant statistics/information	The post holder should be a personal licence holder or willing to work towards achieving this.

WORKING ENVIRONMENT
<p>The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.</p> <p>The Marlowe's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.</p>

ORGANISATION CHART
See attached

January 2021