

# RIVERSIDESTUDIOS

## JOB DESCRIPTION

<b>Position:</b>	<b>Operations Director</b>
<b>Responsible to:</b>	Executive Director
<b>Hours of work:</b>	Permanent, full-time, 40 hours a week
<b>Applications to:</b>	careers@riversidestudios.co.uk <b>Closing Date is 5.00pm on Sunday 27 September 2020</b>

Riverside Studios is looking for a seasoned arts operations professional to join its leadership team, as we forge a bold new future. The successful candidate will be someone with a deep passion for the arts, and with plenty of experience working in a creative environment that pushes the boundaries; seeks to be innovative and fresh in all that it does and that aims to create extraordinary experiences for our audiences. For over 40 years we've been the home for an extraordinary mix of theatre, film, comedy, art, dance, music and television. A cultural hub that has attracted some of the world's best creative talent including the likes of Samuel Beckett, David Bowie, Benjamin Zephaniah, Amy Winehouse, Yoko Ono and Allen Ginsberg to name but a few, and TV studios that brought us much loved shows including Doctor Who and TFI Friday. After five years and a total redevelopment of our site, we are ready to start our next creative chapter and this role will be key to realising that vision.

As a charity, we are committed to bringing new and inspirational cultural experiences to as many people as possible, from local community groups and schools in Hammersmith and Fulham, to London and the wider world. We are driven by a simple belief - the power of creativity to bring people together, unlock new possibilities and ideas and spark positive change in the world.

## **Position Profile**

The Operations Director leads the Operations Team which helps deliver the platform upon which we present our creative work, and currently, includes:

- Technical Manager
- Assistant Technical Manager
- IT Manager
- Facilities Manager
- Operations Co-Ordinator
- Venue Operations Managers and our front of house/box office/reception team

The above team is responsible for:

- **Riverside Studios** - maintenance and upkeep of the entirety of our newly built centre, including our theatre, studio and cinema spaces as well as the public areas, dressing rooms, production offices, tenant offices, staff offices and food and beverage areas. Critical to the success of this role will be managing our network of suppliers and contractors, ensuring that Riverside receives the highest possible levels of support and service from them.
- **Ongoing liaison** with all Riverside tenants including Riverside TV Studios and Sam's Riverside, the Landlord and building management company and key stakeholders, including

local residents. Attend to their building-related issues, including regular meetings and feedback sessions.

- **Back Office** - ensure efficiency and ongoing maintenance and use of current systems and processes, including those pertaining to IT, purchase orders, staff rota and venue and asset management systems, to support the overall smooth running of Riverside. Make necessary recommendations for improvements or the use of innovative new products where required. Manage the implementation and roll out of these when suitable.
- **Front of House Operations** - ensure the safety and comfort of all audiences, guests, tenants, artists and visiting companies, managing the recruitment, training of the team, and overseeing the staff rotas, and organisation and delegation of the ancillary spaces throughout the building.
- **Facilities** - ensure the maintenance and upkeep of all facility and essential building systems, including the BMS and air-handling, fire system, CCTV, intruder alarm, Gallagher door access system and the integrated lighting system. Manage the necessary contractor relationships.
- **Technical** - to be responsible for the delivery of all technical requirements of Riverside Studios and the producers/companies who utilise our spaces. To oversee production management on all incoming productions, advise on staging and production requirements and adopt an innovative and problem-solving approach to whatever challenges present themselves. To work with the Creative Director to realise their vision, and to oversee all exhibitions staged at Riverside.
- **Financial Control** - to be responsible for the budgeting and financial forecasting and planning for all the above areas, including operational budgets across all studio spaces. Responsibility for overseeing the payroll budget and ensuring wage budgets are adhered to. Make recommendations on capital expenditure to Senior Management Team and Board as required.
- **Health and Safety** - to be the primary Health and Safety Officer for Riverside, ensure all staff are adequately trained and that Riverside complies with best practice in regard to all health and safety requirements. Host the weekly H&S meetings. Manage the recording of all incident reports and ensure implementation of remedial actions as required. Ensure H&S policy is followed and updated annually. Ensure fire safety plans and equipment are implemented and maintained as required.
- **Licencing** - to ensure that Riverside remains compliant with all requirements of its trading licence and that all staff are aware of their duties and responsibilities in this regard.

### Senior Management Team

The Operations Director sits on the Riverside Senior Management Team and will be part of the formulation and implementation of the overall strategy for the business and shall also be responsible for preparing and presenting reports to the Riverside Trust Board.

### Person Specification

We're looking for someone with the following set of skills and experience:

- At least 10 years' experience within the theatre/cinema or event production industry, preferably in a similar role.
- Experience of building and resource management, specifically in an arts, broadcast or theatre environment.
- Solutions-oriented, proactive and energetic, with a demonstrable record in the delivery of major projects on a national or international level. An extremely organised yet flexible approach to tasks and calm under pressure.
- An excellent communicator, with the ability to communicate enthusiasm and professionalism.
- A working knowledge of, and familiarity with, Health & Safety legislation and best practice.
- Demonstrable ability to both lead a team of skilled professionals and to work under your own initiative.

- Dedicated and committed with excellent focus and organisational skills, and an ability to project manage several projects simultaneously.
- Proven ability to manage complex financial streams to deliver goals within allocated budgets.
- Experience of box office and front of house management.
- Exceptional level of customer service and a commitment to high standards of customer care.
- Ability to multi-task and excellent organisational skills.
- A high level of self-motivation and initiative.
- Flexible approach to working hours.
- A commitment to the Riverside values of Integrity; Respect; Inclusivity and Collaboration.

### Terms and Conditions

- Salary:** Commensurate with experience
- Working Hours:** 40 hours per week. The post holder will be required to work flexibly with regular evening and weekend work.
- Holidays:** The annual leave entitlement is 25 days plus statutory holidays.
- Pension Scheme:** Riverside Trust operates a stakeholder pension scheme to which the employer and employee both contribute
- Probation:** Three months
- Contract type:** Permanent full-time
- Equal Opportunities:** Riverside Trust supports the principle of equal opportunity in employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, gender, marital status, disability, age, sexual orientation, or religious or political beliefs. To avoid discriminatory practice during the recruitment of new employees, selection for interview is based entirely on job related criteria. Riverside Studios complies with Equal Opportunities, Health & Safety, Personnel and other policies at all times.
- Confidentiality:** To keep confidential the internal workings of the Riverside Trust.

Riverside Studios encourages attendance of performances with a discretionary allocation of complementary tickets to employees.

### How to Apply

If you wish to apply for the position please send:

- A comprehensive CV
- A covering letter (maximum two A4 sides) or two minutes of video describing your suitability for the position and specifically how your past experience matches the job description and person specification
- A completed equal opportunity form

Applicants should provide contact details for two references, we will seek your permission before making direct contact with any referees. Please note that it is likely we will seek to take up one reference for candidates progressing to second interview, prior to making an offer. All offers of employment will be subject to the receipt of satisfactory references. All applicants must be eligible to work within the UK.

Please submit your application by email with 'OPERATIONS DIRECTOR' in the subject line, to [careers@riversidestudios.co.uk](mailto:careers@riversidestudios.co.uk).

Closing Date	Sunday 27 September 2020
Interviews	tbc

