

Assistant Operations Manager JOB DESCRIPTION

About Omnibus Theatre

Omnibus Theatre is a multi-award-winning independent theatre in Clapham, South London. Finalist Fringe Theatre of the Year 2019, The Stage Awards, Offie winner 2018 & 2019 and recipient of the Peter Brook/Royal Court Theatre Support Award 2016. The heart of our ambitious programme, inspired by our building's literary heritage, lies in both classics re-imagined and contemporary storytelling. We provide a platform for new writing and interdisciplinary work, aiming to give voice to the underrepresented and challenge perceptions. We believe in affordable tickets and theatre for all.

Since opening in 2013 notable in-house productions include:

Woyzeck (2013), Macbeth (2014), Colour (2015), Mule (2016), Spring Offensive (2017) and Zeraffa Giraffa (2017), The Little Prince (2019).

Omnibus Theatre is led by Artistic Director Marie McCarthy. Patrons include Dame Judi Dench, Sir Lord Michael Cashman, and Maggi Hambling. We are a registered charity and Independent Theatre.

The Building:

Our spaces consist of:

- The Theatre - a flexible space with the ability to be adapted into a variety of flexible configurations (capacity 90-110)
- The Common Room - a medium sized ground floor room which can be used for meetings, rehearsals, seminars and as an informal performance area (capacity 70)
- The Studio Upstairs– a flexible space with the ability to be adapted into a variety of flexible configurations, rehearsals, concerts and performances. (Capacity 80)

Our spaces cater to a variety of companies ranging from theatre, production companies, local organisations and businesses, residents and families wanting a one-off event or regular/return hires. The café and Bar are open to the public from Fridays – Sundays during the day and evenings to support all programmed events within the building.

General

This job description is a guide to the nature of the work required of the **Assistant Operations Manager** and does not form part of the contract of employment. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

Job Title: Assistant Operations Manager

Responsible to:

Operations Manager

Terms:

The role is for 40 hours per week working on a shift pattern: Tuesdays to Saturdays

Salary: £22,984

Working with:

Duty Technician, Duty Managers, Bar Personnel

Purpose of job:

To assist the Operations Manager to deliver the smooth operation of Omnibus Theatre's Technical, Front of House, Café & Bar and Maintenance departments.

Duties include:

Duty Management shifts

To be the primary point-of-contact for artists, companies and audiences performing in, and using Omnibus Theatre. During performance periods, to ensure artists and audiences are treated with the highest standards of care and attention.

To be responsible for the exemplary presentation and safety of Omnibus Theatre, including conducting venue checks to ensure that the venue and immediate areas are clean and safe prior to the start of shift, between performances and post-shows. Maintain checks throughout to ensure that this status is upheld in accordance with the Health & Safety Policy.

To be responsible for supervision and briefing of relevant Volunteer Ushers staff. To lead positively and maturely by example, and to ensure that the highest standards of customer care and professionalism are upheld at all times, in accordance with the Customer Service Policy.

To liaise with Bar personnel, Duty Managers and Venue Technicians when applicable, to ensure the smooth running of the venue & performances, including the venue management of customer issues or complaints.

To be responsible for running multiple shows per day when at full capacity to time (within the parameters of your control), liaising at all times with venue staff and visiting companies to ensure the smooth running of the performance and ensuring that all terms of the venue's entertainment license are upheld.

To proactively promote full access to Omnibus Theatre to patrons with all abilities managing evacuation procedures for access patrons.

To be a qualified first aider for the building (training will be given if necessary) and thereby be actively available to provide first aid and management of any illness or accident incidents at Omnibus Theatre and the completion of Accident Report forms.

To be responsible for managing an emergency Show Stop if deemed appropriate, and coordinating the evacuation, liaising with the fire brigade and / or police in the event of an emergency. (training in fire evacuation will be provided)

To contribute towards a detailed Duty Manager, Show Report at the end of each shift and keep all staff fully informed of any incidents which may have occurred during the evening.

To liaise closely with other staff to ensure smooth handovers, clear communication via Show Notes & Show Report administration and continuity of provision for the venue.

Responsible for answering customer enquiries, arranging complimentary and press ticket allocations, refunds

General Duties

To act as Fire Marshal for the building during non-performance times, welcoming and managing hires and non-performance events inside the building from an operational perspective, and ensuring events in the building run smoothly, safely and to time.

To support the aims and objectives of Omnibus Theatre Company both internally and externally.

To become knowledgeable of the artistic programme and brand values of Omnibus Theatre.

To attend training relevant to the position, as required, including departmental training

To cover Café Bar shifts as required

Responsible for space inventories

Organising maintenance and repair works to be carried out as directed by the Operations Manager

Any other duties that may be reasonably requested by the Artistic Director and/or the Operations Manager.

Responsible for gathering appropriate information regarding use of music from visiting companies

Person Specification

Desirable

- Strong leadership skills
- Experience of working in a front of house environment for a theatre or arts centre
- Excellent customer service skills
- Excellent teamwork skills
- Experience of managing and working with volunteers
- Knowledge of box office systems
- Experience of working in a high use building
- Working knowledge of health and safety (personal/workers)
- Working knowledge of health and safety practices for public buildings (signage, exit paths etc.)
- Ability to multitask
- Willingness to work unsociable hours
- Strong IT skills
- Scheduling experience
- Experience of bar and/or catering service
- First aid trained

Start Date: 29th August 2022

We are committed to being an equal opportunities employer and actively encourage people from a wide variety of backgrounds, experience and skills to join us and influence and develop our working practice.

Please send CV and covering letter to Chris McNee operations.manager@omnibus-clapham.org

Download JD and monitoring form: www.omnibus-clapham.org

Closing date: 5th August 2022