



**Title:** Operations & Events Manager

**Reports to:** Director

**Direct Reports:** Assistant Operations Manager, Front-of-House/Retail Supervisors and staff

**Hours:** 39 hours per week, Rostered in line with Events

**Location:** Onsite, University Concert Hall

The Operations & Events Manager role is a senior role within the UCH Executive team and plays a pivotal role within the company responsible for coordinating and managing all day-to-day operations and services. This position provides excellent customer service and operations support to the Director and UCH team.

### **Responsibilities & Duties (including but not limited to)**

#### **Facility Management**

- Managing procurement of property and supplies and maintaining the same, in addition to making periodic checks for reports for the Director.
- Assisting with managing the security of the Building, continually developing and updating current procedures.
- Managing and overseeing the UCH team to ensure all Policies and Procedures for Events, H&S and Quality are delivered on, as well as the maintenance of UCH Risk and Asset registers.
- Maintaining relationships with UCH partners and suppliers.
- Ensuring the highest possible level of production standards are delivered in association with the Technical Manager via
  - Liaising with venue technical staff
  - Managing and co-ordinating building and facility improvements in addition to maintenance and repairs systems in compliance with industry and statutory Health & Safety regulations. Liaising with service and maintenance contractors internally and externally as needed.
  - Working with the Technical Manager to create an efficient plan for extra stage hands usage.
  - Monitoring and managing the collation of timesheets for all casual staff in addition to overseeing UCH's Time Management system.
  - Managing UCH's Facilities and Production budgets.
- Managing and working closely with the Assistant Operations Manager while also working effectively with the UCH team, caterers, visiting production teams, contractors, artists and Promoters.
- Leading weekly Operations meetings, participating in all staff meetings and project managing a number of key assignments as required.

#### **Health & Safety Management**

- Responsible for the safe operation of the Building for all users in compliance with industry and statutory regulations in conjunction with the wider UCH team.
- Overseeing any H&S Issues that arise and ensuring that they are followed up accordingly.
- Implementing appropriate H&S procedures in consultation with each department, managing Health & Safety Induction Training sessions for new staff and regular Fire & Evacuation Training for all staff.
- Ensuring Fire Regulation records are up-to-date including liaising with UL's Health & Safety Officer in addition to the Fire Officer during annual inspections as necessary.
- Carrying out Risk Assessments regularly both for the Building and Productions in association with the Technical Manager and wider team as necessary.
- Ensuring UCH meet all statutory requirements around Child Protection and vulnerable adults ie Garda vetting.
- Ensuring that UCH maintains its theatre and front-of-house and Backstage areas in a presentable and safe state, that fire exits are kept clear, and any repairs are acted upon and reported promptly.

### **Front of House (FOH) and Retail Staff Management**

- Responsible for the recruitment and management of staff including training and performance reviews.
- Ensuring UCH remain up-to-date on statutory insurance requirements and regulations regarding safety in places of public assembly and remain familiar with, developments in the provision of FOH services in similar venues in Ireland, the UK and Europe.
- Managing and overseeing the full running of the UCH Retail and Bar unit including ensuring that stock management processes are maintained and sales targets for shows and other events are delivered on.
- Ensuring Rosters are distributed and timesheets for all staff and are submitted in a timely fashion.
- Overseeing HR processes and procedures, including drawing up and reviewing of all casual part-time staff and Front-of House/Retail team members.
- Any other duties appropriate to the post which may, from time to time, be allocated by management staff at UCH, including carrying out occasional general housekeeping and/or Front of House Supervisor duties (including client refreshments and occasional cleaning tasks), and ensuring that all equipment and furniture are stored in a safe and easily accessible manner.

### **The ideal candidate for this position has:**

#### **Essential:**

- A minimum of three years' experience working within a performing arts venue as an Operations, Production Manager or similar
- Experience working with Promoters, orchestras and productions.
- Sound knowledge of Health and Safety regulations in relation to performing arts practise.
- Hardworking, enthusiastic and motivated; able to lead, manage with diplomacy and sensitivity and work as part of a team.
- Proven experience of people and project management. Strong interpersonal skills.
- Strong customer service orientation.
- A highly motivated individual with a confident approach to be the public face of the organisation and the initiative to resolve a wide range of queries.
- Ability to manage a varied to-do list, to effectively prioritise different activities, and ensure strong attention to detail under pressure.
- Excellent Microsoft Office Skills, with proven Excel Skills.
- Excellent communication skills, written and verbal with strong attention to detail.
- Exceptional organisational and time management skills with a strong ability to multitask.
- Ability to work effectively in a fast-paced environment with frequent interruptions.

#### **Highly Desirable**

Awareness and practical experience of:

- Risk Assessment, Manual Handling and Fire Safety
- First Aid
- Management of the Working Environment
- Stage Protocol and Communication
- Evacuation Access and Egress
- Set Assembly, Staging, Storage and Housekeeping
- Practical experience working within the community and amateur arts field.
- Bachelor's degree in music or arts administration is highly desirable.

Due to the nature of the role hours will be rostered in line with UCH' schedule of events which will include evenings and weekends, flexibility is important. You will be expected to act in the role of Front-of-house Supervisor or Bar Manager for some performances.