

<b>Job Title:</b>	<b>Deputy Operations Manager</b>
<b>Reports To:</b>	Operations and Customer Services Manager
<b>Responsible For:</b>	Assistant Operations Managers – Health and Safety, Duty Managers (2), Maintenance Technician

### **1. Purpose of the Job:**

The new role of Deputy Operations Manager is integral to the continued growth and development of Phoenix.

Phoenix provides a popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. The cafe is a hub for many who live and work in city as well as cinema and gallery visitors. Many businesses and community organisations enjoy the stimulating contemporary environment for conferencing, training, networking and social events.

Phoenix is a high profile and rapidly developing cultural organisation whose stakeholders include Leicester City Council, De Montfort University and Arts Council England. Over 187,000 people connected with our cultural programme last year and many more visited the cafe. 96% of customers say they would recommend us.

The Deputy Operations Manager is responsible for centre's building operations, management of routine venue operations, maintenance and health and safety, and the supervision of operational staff, including Assistant Operations Managers, Duty Managers and Maintenance Technician.

- Working closely with the Operations and Customer Services Manager to develop building management and health and safety practices across the organisation.
- Leading the continued training of staff and colleagues in health and safety matters and ensuring organisational safety compliance.
- Engaging with customers, stakeholders and partners to represent the organisation.

### **2. Main Duties**

#### **Leadership and Personnel Management**

- First Line Management and development of the Assistant Operations Manager (Health and Safety), Duty Managers and Maintenance Technician to achieve consistently high standards of service and experience.
- Ensuring the required levels of operational management and staff are on duty at all times to meet standards of customer service, health and safety and the requirements of our operating licence, through rota'ing and ensuring all sickness and annual leave cover is provided.
- Recruiting, selecting, inducting, appraising and training staff within your first line management.

### **Health & Safety**

- Ensuring Health and Safety policies and procedures are compliant and applied consistently and effectively.
- Effectively implementing and assuring Health and Safety monitoring systems are adhered to and related documentation is tracked and stored within appropriate logs.
- Leading the training of staff in Health and Safety procedures, both at staff inductions and with reasonable regularity to maintain knowledge levels.
- With the Operations and Customer Services Manager, ensuring that all lease and public licence regulations are adhered to.

### **Building Management and Customer Experience**

- Managing the day-to-day maintenance of Phoenix premises and facilities, prioritising tasks and work schedules with the Maintenance Technician.
- Effectively reporting relevant work required to LCC, the landlord, tracking progress through to completion.
- Identifying premises issues or required maintenance for referral to contractors, prioritising tasks effectively, working with the Operations and Customer Services Manager to ensure expenditure budgets are not exceeded.
- To procure new contractors as needed and manage the process of work undertaken.
- To lead in solving building and equipment issues whilst sustaining high levels of safety and comfort, liaising with other building partners as required.
- Assisting the Operations and Customer Services Manager in the management and delivery of larger building and maintenance projects.
- Managing day-to-day service contracts to ensure the venue is well supplied, clean and welcoming.
- Working with the Operations and Customer Services Manager to continually improve the customer experience, focussing on improvements to the premises and environment.
- Assisting in the planning for operational delivery of activities and events.

### **On shift**

- Fulfilling the full function of an on-shift Manager, ensuring the safety and comfort of customers and staff alike.
- Delivery of impeccable customer service and on-shift management of all customer-facing teams, to ensure exceptional service standards at all times.
- To deal quickly and efficiently with any situation that may arise.

### **Other Management Responsibilities**

- Undertaking the role of responsible person and emergency contact for the premises as needed.
- Contributing to the wider management of the organisation through interactions with colleagues.
- Ensuring consistently effective working relationships with colleagues, in particular close cooperation with the Deputy Customer Services Manager and Catering Manager

### 3. Qualifications, skills, knowledge and personal qualities

Requirements	Essential	Desirable
<b>Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English or equivalent</li> <li>First aid in the workplace.</li> </ul>	<ul style="list-style-type: none"> <li>Training in health and safety</li> <li>Training in first-line management</li> <li>Capable of being a personal license holder.</li> </ul>
<b>Experience &amp; Achievement</b>	<p>Achievement in operational management, including a demonstrable track record in:</p> <ul style="list-style-type: none"> <li>Leading a team to deliver exceptional customer service.</li> <li>Duty Management or significant supervisory experience within a building open to the general public</li> <li>Proven ability in planning and running the delivery of events</li> <li>Proven cash handling responsibility and experience</li> <li>Experience in managing contractor relationships</li> </ul>	<ul style="list-style-type: none"> <li>Duty Management experience within an arts venue</li> <li>Responsible management experience within a premises open to the public</li> <li>Previous cafe bar and/or box office experience</li> <li>Experience in the administration of health and safety practices.</li> <li>Experience in premises management and maintenance.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Ability to interact effectively with a diverse and passionate cultural audience.</li> <li>Effective team working and people management skills.</li> <li>Knowledge of health and safety regulations in the workplace and in public buildings.</li> <li>Knowledge of customer services practices.</li> <li>Knowledge of access and equal opportunities regulations and best practice.</li> <li>Ability to produce and deliver training and to coach others.</li> <li>Ability to manage multiple changing priorities and personal workload whilst interacting effectively with colleagues.</li> <li>Excellent verbal and written skills.</li> <li>Excellent ICT skills (e.g. MS Office)</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of film exhibition regulations.</li> <li>Understanding of the licensing laws.</li> <li>An understanding of premises and public building regulations.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>Ability to lead independently whilst judging when to seek</li> </ul>	<ul style="list-style-type: none"> <li>Advocate for equality and equal access to all.</li> </ul>

# Phoenix

## Role Description

	<p>guidance and support from management colleagues.</p> <ul style="list-style-type: none"><li>· Self-motivated and able to develop personally, learning through personal practice as well as from colleagues, partners and other sources.</li><li>· Capable of working calmly and methodically whilst under pressure and dealing with unpredicted issues.</li><li>· Flexible approach and the capacity to work the hours to fulfil the duties of the role.</li><li>· A desire to continue developing with an aim for a career in operational management.</li></ul>	<ul style="list-style-type: none"><li>· Enthusiasm and advocacy for the arts.</li></ul>
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