

Dear Applicant,

We are seeking to employ an individual with expert customer service skills and knowledge of building maintenance and health and safety management, for the new role of Deputy Operations Manager (0.80 FTE).

This post is responsible for managing the day-to-day building contract services, health and safety and maintenance within the venue. You are expected to operate with a high degree of autonomy and to contribute to the development of the organisation. There will be two shifts a week where you will undertake responsibility for the duty management of the venue; these may fall on a weekend or evening. You will take responsibility for ensuring full duty management is provided through the team at all times.

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events.

Engagement with our programme continues to grow, with over 187,000 people connecting last year and many more using the cafe bar which has become a hub for many who live and work in the city. 96% of our customers say they would recommend us.

Deputy Operations Manager

- **Wage:** £18,080.40 (£22,600.50 pro rata)
- The operational duty management of the venue is planned on a fortnightly rolling pattern; it is likely that one weekend shift per fortnight will be required for this role.

If you require further information or would like to ask any questions regarding the post, please speak to Ros Hill, Operations & Customer Services Manager via ros.hill@phoenix.org.uk or 0116 242 2835.

To apply for this post please complete an application form and equal opportunities monitoring form and return to jobs@phoenix.org.uk or

Administrative Officer
Phoenix
Phoenix Square
4 Midland Street
Leicester
LE1 1TG

All applications must be received by **Midnight Weds 20th September**. Interviews will be held on Weds 27th September.

Kind regards,

Ros Hill
Operations & Customer Service Manager