

SHETLAND ARTS

Job Profile

Role	Operations Manager
Department	Customer Experience
Competency Level	Manager
Rate	£33,153 - £41,600
Reports to	Director of Operations
Responsible for	Customer Service Supervisors Customer Service Assistants Cleaner
Key Relationships	Customers Leadership Team Sales and Communication Manager Production Manager Creative Project Managers Bonhoga and Retail Manager Admin Officers

Principle Aim

To work with the Director of Operations to ensure the successful day to day delivery of a customer and commercially focused, efficient Box Office, Front of House, Café Bar and Catering service that meets the requirements of SADA's internal and external customers. You will be expected to work flexibly and at evenings and weekends as required.

To assist the Director of Operations working with the Sales and Communication Manager and the wider Leadership Team to ensure the highest standards of customer care and satisfaction; to meet the income targets and strategic objectives set by the Leadership Team. To work as part of a team that establishes an excellent reputation of service, quality and experience in all Shetland Arts venues and any other space that SADA uses on a temporary basis

What you will do:

The following gives an indication of the duties that the post may involve. The exact nature of these duties will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

1	To be responsible for delivering an exceptional customer service experience for all SADAs users.
2	Ensure the smooth running of front line ticketing procedures and policies and effective reconciliation of Box Office income, liaising with internal and external customers on all event ticketing requirements as required.
3	To cover supervisor shifts at venues and events as required.
4	Maximise income potential across all areas of responsibility, including maximising all opportunities to promote Shetland Arts events and activities.
5	Provide day to day support to ensure the smooth running of all events, including coordinating the box office, front of house and food and beverage, ensuring clear communications with all other departments. Manage commercial bookings and events on the day
6	Undertake the planning and scheduling of Customer Service staff, through the preparation and daily management of rotas, to meet the specification and requirements of events and day-to-day running of all SADA facilities
7	To line manage all Customer Service Assistants and Customer Service Supervisors within the department, including assisting with recruitment, training, performance management and dealing with disciplinary issues.
8	Support the smooth running of SADA's customer facing facilities using effective systems and procedures in line with Food Hygiene Legislation and good business practice. Assist with ensuring all relevant procedures are kept up to date, are relevant to the operation and comply with any relevant legislation
9	Provide support for the effective and accurate use of the EPOS systems across all SADA's functions
10	To work closely with the Director of Operations on the setting and monitoring of departmental budgets.
11	Assist with ensuring that all maintenance and repair requirements are noted, reported and actioned in an appropriate manner.
12	To support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development.
13	To undertake such other responsibilities as shall be assigned from time to time by the Chief Executive and Leadership Team.

Competencies	
Leadership & Management	- You guide and motivate your team and/or colleagues towards ambitious goals - You support colleague development, recognise achievement and when responsible, manage poor performance.
Communication	- You communicate professionally and with confidence - You can present effectively to an audience of your peers and partners - You have difficult conversations when required and create positive outcomes
Customer Focus	- You build an understanding of partner organisations needs - You investigate and resolve complaints and communicate the outcome and reasons to all involved - You design and implement innovative solutions for service delivery to customers and/or clients
Planning & Organising	- You ensure appropriate monitoring and milestones are in place to assess progress over the medium term - You set priorities for yourself, your team and/or your colleagues based on Shetland Arts' ambitions - You anticipate risks and challenges and have appropriate mitigation in place
Team Working	- You support your team and/or colleagues to view decisions from a broad perspective - You involve your team and/or colleagues in setting appropriate goals - You encourage collaboration with delivery partners
Organisational Awareness	- You have an appropriate understanding of Shetland Arts' place in the sector and how your role contributes to it - You look for opportunities to increase income or improve value - You use your previous experience to improve service delivery
Leadership & Management	- You guide and motivate your team and/or colleagues towards ambitious goals - You support colleague development, recognise achievement and when responsible, manage poor performance.

Person Specification

	Essential	Desirable
Personal features and qualities	Capacity to work under pressure in a calm friendly manner Ability to apply standards consistently Flexible, adaptable and responsive A passion for delivering high levels of Customer care Willing to work flexible and or unsociable hours, as and when required A passion for sales	An interest in the arts
Relevant experience	Experience of event management Experience of supervising staff and volunteers Experience of dealing with customers in a service environment that delivers high standards of customer care Cash handling and management experience Experience of using Windows software packages Understanding of stock procedures and stock control.	Managing a team in an arts environment/busy public facing environment Experience of working within both the private and public sectors Experience of using computerised Box Office systems 2 years Line management experience

Education	Relevant degree level qualification or extensive relevant experience. Qualification in first aid or willingness to achieve within 6 months of appointment Willing to work towards relevant qualifications	Food Hygiene Certification Personal Licence Holder
Skills, abilities and knowledge	Excellent interpersonal skills Ability to prioritise workload Good Communicator Effective Time Manager Able to deal with stressful situations calmly and effectively Able to both manage and work effectively in a team Ability to prioritise and work under pressure.	Ability to design and deliver effective staff training
Other	A proven commitment to accessibility and diversity	Access to own transport to travel between Shetland Arts Venues and Events