



# FUTURE YARD

## ROLE + RESPONSIBILITIES

Job title:	HEAD OF VENUE OPERATIONS
Job Purpose:	<p>To ensure the high-quality, efficient delivery of all Future Yard operations across the venue, delivering a high quality customer experience, consistent with agreed budgets, across all Future Yard activities. You will lead the Operations team which includes F&amp;B, front of house, commercial hires and production teams.</p> <p>You will also ensure activity in the building occurs whilst adhering to all relevant health and safety, risk management and fire safety policies and in a secure environment. We expect management to lead from the front and set a high standard for all our staff</p> <p>To undertake your responsibilities in a manner consistent with Future Yard's <a href="#">Mission &amp; Values</a> (link).</p>
Reporting to:	The post reports to Craig Pennington (Future Yard CIC Chief Executive) and is part of the venue's Senior Leadership Team (SLT).
Terms and Hours of Work:	<p>Full Time (40hrs per week), Permanent</p> <p>Work pattern; Mainly (9am)10am - (5pm)6pm, Mon-Fri, but with at least 1 x operational shift per fortnight, as per the needs of the business.</p>
Salary:	Pay Band D (Senior Management) between £27,040 and £39,520.

Key Responsibilities:

You are responsible for the high-quality Operational delivery of all Future Yard's activities, ensuring all users of our building have a fantastic experience, consistent with our Mission + Values.

You will lead and effectively manage the Operations Team at Future Yard. This includes the Venue Team (bars, kitchen, back of house), Production Team (technical, event management, box office), commercial hires (event sales officer) and relevant external partners and suppliers.

You will directly line-manage departmental managers and officers including Bar Manager, Kitchen Manager, Production Manager, Event Sales Officer, with regular agreed 1-1s, setting clear targets and priorities. This also includes approving leave requests, managing staff sickness, and HR responsibilities. Through collaboration with your team and effective planning, you will ensure effective and on-budget staffing levels to deliver our activities at all times.

In turn, you will support your departmental managers in their HR responsibilities as they support and effectively manage their teams.

You will develop, work within and constantly seek to improve Future Yard's established systems & workflows for Operational delivery across all our activities, ensuring they are effective and fit for purpose.

You will be committed to achieving stated strategic priorities and always seek to deliver our operational activities on budget, in a cost effective and financially prudent manner.

You are responsible for the safe & successful operation and maintenance of all internal systems and equipment, inc (but not exclusively), production systems, kitchen, utility systems, PAT testing, CCTV and back of house processes. This includes responsibility for building maintenance and repairs. You will achieve this independently and through managing and supporting your team and external suppliers.

You will create, manage, oversee and update processes for the successful delivery of events, inc. (but not exclusively) event plans & reports, shift plans, event specific risk assessments as required. You will play a key role in shaping the strategic approach to these processes as they evolve over time.

You will be responsible for the safe delivery of all Future Yard Operations, maintaining efficient and effective Health & Safety processes and risk assessments for our activities.

You are responsible for the clean, ordered and exemplary presentation of our venue to all customers, artists, trainees and audiences.

On occasion, you may periodically take part in Future Yard's training programmes, sharing your skills with our Sound Check, New Noise, Promoter Collective and other programme groups.

You will take an active role in the Senior Management Group at Future Yard, attend meetings as required and contribute to the successful running of the organization.

You will undertake 1-1s and PDRs with employed members of your team, supported by your line manager as required. You will also take part in the recruitment process within the Operations team, as required.

Your responsibility includes all Future Yard Operational activities, both in-venue and out-of-venue projects (inc. festivals and large events).

This list is not exhaustive. You will from time to time be required to undertake tasks outside those described, in a manner which is reasonable.