

JOB DESCRIPTION

JOB TITLE:	Operations Manager
DIRECTORATE:	Leisure, Culture and Community Wellbeing / Cultural Services
JOB EVALUATION NUMBER:	A13604
BAND:	9
RESPONSIBLE TO:	Cultural Services Manager
RESPONSIBLE FOR:	Technical Manager and Caretaker Supervisor
MAIN PURPOSE OF POST:	<p>Responsible for ensuring facilities management and the technical delivery of all events at the Cultural Venues is carried out to an excellent standard and ensuring that all venues comply with all health & safety requirements.</p> <p>Responsible for the developing and introducing the operational procedures for the re-opening and operation of 1435.</p> <p>Responsible for leading the technical team and caretaking team</p>

DUTIES AND RESPONSIBILITIES:

Duties and responsibilities must be undertaken to comply with Council policies/procedures.

1.	Responsible for ensuring the day to day building and technical management of the Cultural Venues (including 1435 , Winding Wheel Theatre, Revolution House, Museum Stores (x3), Rest Rooms (x5) is carried out to an excellent standard as per the Council's schedule of requirements for premises management including: the opening and closing of the building; building security (including CCTV), caretaking, cleaning, and waste management.
2.	Responsible for identifying damage and disrepair for all Cultural Venues, ensuring reporting processes are in place and repairs done in a timely manner Coordinate and manage compliance schedules for fire, gas, lifts, electrical. Liaising with the Council's Facilities Maintenance team, and external contractors. Monitoring general maintenance to ensure all required inspections, tests and checks are carried out in the required timescales (e.g. Asbestos management, Legionella Control, PAT testing, Alarm testing, etc.) .
3.	Develop and introduce operational procedures for the re-opening and standard operation of 1435 including the development of all emergency evacuation procedures and security procedures (including Door Access control system, and any new requirements under "Martyn's Law")
4.	To be responsible for ensuring that the buildings comply with all health & safety requirements. To be responsible for the Health and Safety, and Security of all employees and others who enter the venues. Ensure all regulations are complied with,

	including the full development and documentation of all risk assessments, codes of safe working practice and safety inspections. Ensure all control measures identified within the fire risk assessment are implemented. To be fully conversant with the Council's, and Service's Health and Safety Policies. To carry out monthly management inspections of each of the venues. Lead accident, incident and near miss investigations making recommendations to prevent recurrence.
5.	To liaise as required with entertainment theatre production companies and hirers with regards to their requirements for the use of the venues, in particular technical. To negotiate operational arrangements with company managers, conference organisers and other users prior, during and after events.
6.	To ensure that all venues are adequately resourced for maintenance, security and events, and in line with all health and safety requirements, security, and licensing requirements.
7.	To be responsible for the scheduling of staff, including the associated authorisation of timesheets and other pay documents. To recruit and select staff when appropriate. To undertake staff development and performance management appraisals. To monitor and manage sickness absence for technical staff and caretakers. To regularly update Cultural Services Manager on all staff issues.
8.	Plan, organise and review staff training to ensure that all technical and caretaking staff working within the venues are trained accordingly. Deliver internal training site-based training as required.
9.	To ensure all expenditure on events and building operations, including staffing costs and supplies and services, are within the agreed annual budget. To monitor and review the use of energy at all premises. To lead on procurement on a wide range of high value equipment, contracts and supplies. To approve orders as required.
10.	To liaise with Facilities Maintenance Team and other contractors, where appropriate, to ensure that the buildings, services and plant are maintained to the appropriate standards.
11.	In consultation with the Cultural Services Manager, develop a planned Equipment Replacement programme for all cultural venues. To ensure that the inventory of assets for each building is kept up to date.
12.	To act as "Duty Manager" / "Building Controller" as required and to be responsible for ensuring the smooth and efficient operation of the venues. Includes being a Personal License holder. Securing and monitoring floats and petty cash as required and monitoring the daily banking. Liaising with hirers and caterers whilst acting as "duty manager" / "building controller"
13.	To oversee the delivery of the Cleaning Contract of the venues, liaising with the on-site cleaners and the Cleaning Contract Manager, to ensure that the buildings are cleaned to the required standard.
14.	To work in conjunction with the Marketing and Sales Manager and the Programme and Hire Manager, the Customer Experience Manager and other managers within the Cultural services to achieve the objectives of the Service.
15.	To act as the deputy for the Cultural Services Manager as required.

16.	To be a designated key holder for all of the cultural venues, and at any other Council site as required in an emergency and have overall responsibility for site security.
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GENERAL – To be aware of and implement the following:

Equalities

The council's Equality and Diversity Policy which sets out the council's commitment to advancing equality and social inclusion while celebrating the diversity within our communities.

Code of Conduct

All employees of Chesterfield Borough Council must comply with the Employees' Code of Conduct.

Health and safety

To comply with the Health and Safety at Work etc. Act (1974) and carry out all duties in accordance with the Council's Health and Safety policy.

Staff Development

The Council's Performance & Development Review is an integral part of Chesterfield Borough Council's performance management framework as well as a key employee development procedure. You will be required to undertake any training required for the job role.

Data Protection

All employees must adhere to the requirements of the General Data Protection Regulations (GDPR) and the Data Protection Act 2018 in respect of confidentiality and disclosure of data.

Safeguarding Children and Vulnerable Adults

The council has both a moral and legal obligation to ensure a duty of care for children and vulnerable adults across its services. We are committed to ensuring that all children and vulnerable adults are protected and kept safe from harm, and we have a responsibility to safeguard and promote well-being.

Climate Change

The council's commitment to becoming a carbon neutral organisation by 2030 and to support the wider Borough to become carbon neutral by 2050 in line with the Council's Climate Change Strategy.

Special features of post

Political Restriction	NO
Vetting Checks e.g. Disclosure and Barring Service (DBS)	NO
Flexible approach to time of work, with ability to work evenings and weekends as required by the needs of the service.	YES
You may be required to carry out those duties at your present workplace or at another council venue.	YES

Job description

It is the council's intention that this job description is seen as a guide to the main areas and duties for which the job holder is accountable. However, as the work of the council changes the job holder's obligations are also bound to vary and develop, so the job description should be seen as a guide and not as a permanent, definitive and exhaustive statement. This job description is non-contractual.

PERSON SPECIFICATION

JOB TITLE:	Operations Manager
DIRECTORATE:	Leisure, Culture and Community Wellbeing / Cultural Services
JOB EVALUATION NUMBER:	A13604
DATE:	June 2026

KNOWLEDGE / SKILLS / ABILITIES

Essential

Essential knowledge, skills, and abilities	Assessment method
	Application Form, Presentation, Scenario based Exercise, Interview, Qualification / Certificates
Extensive knowledge and experience of Facilities Management, including building management and maintenance, Fire Risk Assessments, Legionella Risk Assessments, Asbestos Management	Application Form/Interview
People Management Skills especially multi- disciplinary teams	Application Form/Interview
Good communication skills – verbal and written.	Application Form/Interview
Ability to work on own initiative.	Application Form/Interview
Ability to deal with confrontation/diffuse difficult situations.	Application Form/Interview
Ability to extract and interpret management information.	Application Form/Interview
Numeracy skills for the handling/receipting of cash and stock control.	Application Form/Interview

Knowledge of health and safety management and security, including developing risk assessments.	Application Form/Interview
Excellent IT skills- – Microsoft Office	Application Form/Interview
Experience of building inventory management, and asset registers	Application Form/Interview
Knowledge of how to compile standard operating and emergency procedures.	Application Form/Interview
Experience of working in listed buildings	Application Form/Interview
Extensive knowledge of operating multi-site venues with different functionality and specialisms.	Application Form/Interview

Desirable

Desirable knowledge, skills, and abilities	Assessment method
Well-developed analytical and problem-solving skills.	Application Form/Interview
Knowledge of the Artifax / similar venue booking system	Application Form/Interview
Knowledge of technical theatre	Application Form/Interview
Knowledge of building security systems including CCTV and Access Control	Application Form/Interview

EXPERIENCE

Essential

Essential experience	Assessment method
Proven experience of premises and facilities management	Application Form/Interview

Proven experience of managing a multi-disciplinary team.	Application Form/Interview
Experience of managing people working in a team situation.	Application Form/Interview
Proven experience in dealing/helping with the general public/customers.	Application Form/Interview
Experience of managing health and safety for building / entertainment/operations	Application Form/Interview
Managing a multi –site operation	Application Form/Interview

Desirable

Desirable experience	Assessment method
Working for a theatre or conference venue.	Application Form/Interview
Successful experience working in entertainment operations.	Application Form/Interview
Proven Experience of the operation, repairs and maintenance of plant, machinery and equipment.	Application Form/Interview

QUALIFICATIONS

Essential

Essential qualifications	Assessment method
Level 3 Award in Health and Safety Award or equivalent	Certificate
Management qualification (ILM Level 3 or above)	Certificate
First Aid Certificate	Certificate

Desirable

Desirable qualifications	Assessment method
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Personal License Holder	Certificate
Working towards obtaining NEBOSH certificate	Certificate

OTHER REQUIREMENTS

Essential

Essential qualifications	Assessment method
To display the council's values and behaviours when carrying out the job role	Application Form, Interview
To perform the job role in accordance with the specified level of the council's Competency Framework	Application Form, Interview
Commitment to self-development, service improvement and organisational effectiveness	Application Form, Interview

COMPETENCY REQUIREMENT

Seeing the big picture

Level: 2

Assessed at: Interview

Seeing the big picture is about having an in-depth understanding and knowledge of how your role fits with and supports the council plan and the wider public needs and the national interest. For all staff, it is about focusing your contribution on the activities which will meet the council goals and deliver the greatest value.

For leaders, it is about scanning the political context and taking account of wider impacts to develop long term implementation strategies that maximise opportunities to add value to the customer and support economic, sustainable growth.

Changing and improving

Level: 2

Assessed at: Interview

People who are effective in this area take initiative, are innovative and seek out opportunities to create effective change. For all staff, it's about learning from what has worked as well as what has not, being open to change and improvement, and working in 'smarter', more focused ways.

For leaders, this is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions. Doing this well means continuously seeking out ways to improve policy implementation and build a leaner, more flexible and responsive council. It also means making use of alternative delivery models including digital and partnership approaches wherever possible.

Making effective decisions

Level: 2

Assessed at: Interview

Effectiveness in this area is about using sound judgement, evidence and knowledge to arrive at accurate, expert and professional decisions and advice. For all staff it's being careful and thoughtful about the use and protection of council and public information to ensure it is handled securely and with care.

For leaders it's about reaching evidence-based strategies, evaluating options, impacts, risks and solutions and creating a security culture around the handling information. They will aim to maximise return while minimising risk and balancing a range of considerations to provide sustainable outcomes.

Leading and communicating

Level: 2

Assessed at: Interview

At all levels, effectiveness in this area is about showing our pride and passion for public service, communicating purpose and direction with clarity, integrity, and enthusiasm.

It's about championing difference and external experience and supporting principles of fairness of opportunity for all.

For leaders, it is about being visible, establishing a strong direction and persuasive future vision, managing and engaging with people in a straightforward, truthful, and candid way.

Collaborating and partnering

Level: 2

Assessed at: Interview

People skilled in this area are team players. At all levels, it requires working collaboratively, sharing information appropriately and building supportive, trusting, and professional relationships with colleagues and a wide range of people within and outside the council, whilst having the confidence to challenge assumptions.

For leaders, it's about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.

Developing self and others

Level: 2

Assessed at: Interview

Effectiveness in this area is having a strong focus on continuous learning for oneself, others, and the organisation. For all staff, it's being open to learning, about keeping one's own knowledge and skill set current and evolving.

For leaders, it's about investing in the capabilities of our people, to be effective now and in the future as well as giving clear, honest feedback and supporting teams to succeed. It's also about creating a learning and knowledge culture across the organisation to inform future plans and transformational change.

Delivering value for money

Level: 2

Assessed at: Interview

Delivering value for money involves the efficient, effective and economic use of taxpayers' money in the delivery of public services. For all staff, it means seeking out and implementing solutions which achieve the best mix of quality, and effectiveness for the least outlay. People who do this well base their decisions on evidenced information and follow agreed processes and policies, challenging these appropriately where they appear to prevent good value for money.

For leaders it's about embedding a culture of value for money within their area/function. They work collaboratively across boundaries to ensure that the council maximises its strategic outcomes within the resources available.

Managing a quality service

Level: 2

Assessed at: Interview

Effectiveness in this area is about valuing and modelling professional excellence and expertise to deliver service objectives, taking account of diverse customer needs and requirements. People who are effective plan, organise and manage their time and activities to deliver a high quality, secure, reliable and efficient service, applying programme, project and risk management approaches to support service delivery.

For leaders, it is about creating an environment to deliver operational excellence and creating the most appropriate and cost-effective delivery models for public services.

Delivering at pace

Level: 2

Assessed at: Interview

Effectiveness in this area means focusing on delivering timely performance with energy and taking responsibility and accountability for quality outcomes. For all staff, it's about working to agreed goals and activities and dealing with challenges in a responsive and constructive way.

For leaders, it is about building a performance culture where staff are given space, authority and support to deliver outcomes. It's also about keeping a firm focus on priorities and addressing performance issues resolutely, fairly and promptly.