East Lothian Council

JOB OUTLINE	
JOB TITLE: Operations Officer – Arts Service	**JET CODE: 8012**
DIVISION: Connected Communities	
SERVICE/BUSINESS UNIT: Arts Service	
REPORTING TO: Team Manager - Arts	
RESPONSIBLE FOR: Arts Service staff team working in the areas of Front of House, Box Office and Administration.	

JOB PURPOSE:

To be responsible for the safe and effective delivery of the daily operations of the Arts Service and Brunton Theatre Trust with a key focus on Ticketing, Front of House, Administration and Event Hires.

MAIN DUTIES:

- Managing the effective implementation and delivery of the Box Office service for the Arts Service and Brunton Theatre Trust, ensuring accuracy of event set up and sales, effective reporting, and customer satisfaction.
- Overseeing the digital Box Office system, conducting all staff training, liaising with the ticketing system supplier on functionality and upgrades, and managing all software and hardware requirements.
- Managing the Box Office staff team in their daily tasks to support them to deliver excellent customer service, including creating staffing rotas and conducting performance reviews, and ensuring all training is in place.
- Managing the Front of House Supervisor to ensure the smooth delivery of all live events, including organising venue layout and seating requirements, and communicating customer access requirements.
- Overseeing the effective implementation of all till equipment for ticketing and bar sales, introducing and managing clear processes to ensure efficiency and accuracy, and liaising with suppliers to ensure best practice is in place.
- Being responsible for the safe and legal operation of all venues used by the Arts Service including compiling and updating risk assessments, organising building repairs, managing cleaning operations and submitting licence applications and PRS reports as required.
- Managing the Arts Service Administration team, creating and implementing processes to streamline activity across all areas of the Arts Service programmes including contracting, project management and financial management.
- Overseeing the financial operations for the Service including the reconciliation for all Hires and Visiting Companies as part of the Brunton Theatre Trust, providing timely payments / invoicing as required, and ensuring activity is in line with financial targets.

- Devising and implementing a clear strategy for hire events at the Arts Service venues to reach income targets, supporting local groups to stage events and promoting the Brunton Theatre Trust as a community venue.
- Managing the smooth delivery of all events, liaising with colleagues in technical, box office and front of house roles, and creating strong relationships with the bookers and venues.
- Supporting the Team Manager – Arts to create effective processes to streamline activity and creative efficient working practices across all areas of the Service, in accordance with Council Policies and Procedures.
- Supporting the Team Manager – Arts to implement and monitor the Environmental Strategy, EDI Strategy and Fair Work Strategy, and compile reporting evidence for our funders.
- Assisting in the development of the Arts Service to meet the objectives of the Service Plan and Brunton Theatre Trust Business Plan.
- Building and maintaining effective relationships with other departments, clients, contractors and suppliers.
- Attending regular Brunton and Arts Service team meetings and other meetings as necessary.
- Attending Brunton Theatre Trust events and supporting delivery as required.
- Any other appropriate duties, as requested by Management, commensurate with the grade of the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- Educated to Degree level in an appropriate subject e.g. Cultural Management or Business Management **and/or able** to demonstrate equivalent knowledge, skills and competencies gained through relevant experience

Disclosure Scotland:

- This role requires **Level 1 Disclosure Clearance** to allow access to the Public Sector Network. ELC will submit a Police Act Disclosure application on behalf of the preferred candidate and receipt of the subsequent certificate will be **required prior to commencement**.
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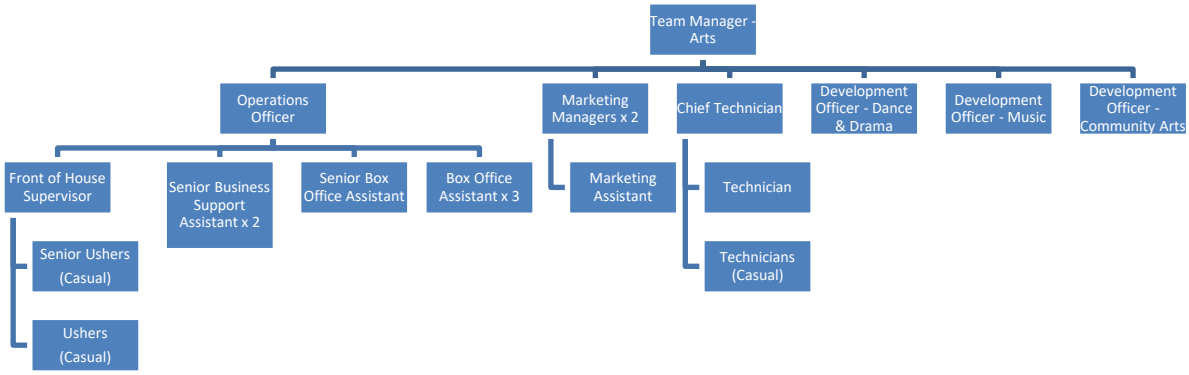
Scottish Social Services Council:

- N/A

TEAM OBJECTIVES:

The Arts Service is responsible for promoting and developing arts and culture within East Lothian. Through a range of programme initiatives, the Service aims to support the creativity and health & wellbeing of the community by providing opportunities for them to engage with the arts both as a creative outlet and as a profession, while also supporting the economic development the region by supporting a regular programme of performances through the Brunton Theatre Trust.

ORGANISATIONAL STRUCTURE:



PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	Educated to a degree level in an appropriate subject. As you are required to travel to manage a workload you must hold a current driving licence and/or access to a vehicle.	
Previous Experience (Paid & Voluntary Work)	Box office ticketing software People management Events management Administrative and financial processes Customer Service, particularly in supporting customers with a range of access needs	Box office management Venue management & building maintenance Alcohol and venue licencing Delivering staff training
Knowledge/ Skills /Competencies	Skilled, confident and collaborative relationship manager Skilled in customer experience management Knowledgeable of and confident in using digital software, hardware and applications Knowledgeable of health & safety processes and procedures including risk assessments Skilled in financial literacy and numeracy Competent in Microsoft software and skilled in its use (Excel, Word, OneDrive, Teams etc) Aware of equalities and diversity	Knowledgeable of the Scottish Arts Sector – all art forms Competent in accounting software Knowledgeable of environmental sustainability

Personal Qualities	Effective verbal and written communication skills Effective organisational and time management skills Excellent problem-solving skills Ability to use own initiative Ability to work under pressure and meet deadlines Ability to work flexibly as part of a team Ability to motivate staff and build team morale Ability to work to a high degree of accuracy, paying close attention to detail Ability to analyse and interpret data Flexible and happy to take a hands-on approach to make things happen Proactive, curious and solution focused	
Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	