Donmar Warehouse Projects Ltd (DWP)

Job Description

Operations Manager (Maternity Cover)

Reporting to: Chief Operating Officer (COO)

Line Managing: Apprentice

Location: 3 Dryden Street, London, WC2E 9NA

Terms: Full time, Fixed term 12 month contract (Maternity Cover)

Working hours: 40 hours per week and evening work where necessary

Salary: £30,000 (Per year)

A brief history of the Donmar

Led by Artistic Director Josie Rourke and Executive Producer Kate Pakenham, the Donmar is an intimate 251-seat, not-for-profit theatre in central London. Our unique theatre sites in a 19th century, former hops warehouse in Covent Garden. Today, it is internationally renowned as one of the world’s principle producing theatres, having won over 100 major awards during its 24 year history.

Our mission

The Donmar Warehouse is the home for leading artists to make world-class theatre which engages, inspires and entertains. We share our work with as broad an audience as possible.

Our intimate space offers actors and audiences a theatrical experience unlike any other, whilst our transfers, tours and digital distribution enable audience to enjoy our work worldwide.

The theatre we make is always in conversation with the world today. We celebrate variety on our stage, re-energising the canon, reviving modern classics, and commissioning great new work. We always prize diversity and freedom of expression, and with each new production we seek to innovate and spark debate.

Our exceptional education work empowers young people and cultivates a new generation of artists, audiences and active citizens, whilst our creative development programme invites the best established and emerging artists to push themselves and the boundaries of theatre-making.

Purpose of the role

The Operations Manager is responsible for overseeing the core operations processes for the Donmar, alongside the successful organisation and management of its office, apartment and rehearsal space; ensuring Dryden Street is a welcoming and creative hub for the Donmar’s rehearsals, administration and education activities.
The candidate must have had relevant administration and operations experience (ideally with building related duties) be highly organised, flexible and intuitive. Please note that this post does not include administrative or operational duties directly related to the Donmar’s work on stage.

Duties and Responsibilities

Organisation Administration

- Collate and manage data for monitoring purposes as required
- To undertake general office management duties as required
- To support the administration of DWP’s staff sub-committees; Health and Safety, Green and Equality. To be an active member promoting the work of all three committees.
- Support the Production Assistant where necessary with the processing of house seats
- To maintain and update DWP’s asset list

Human Resources

- Oversee recruitment administration and interview processes
- Oversee the introduction of new staff/ company members including conducting building orientation and IT and security set up
- Support the General Manager in writing and reviewing recruitment and new staff policy and procedures, maintaining accurate and up to date records in accordance with Data Protection legislation
- Update and maintain the holiday and absence log

Venue Hire and Event set up

- Manage all hire enquiries, external hires, including taking potential hirers around the building.
- Ensure that security and Health & Safety measures are communicated to hirers and event participants, in liaison with the Deputy Production Manager
- Where necessary, assist with the technical and physical set up of events alongside the Development team and Deputy Production Manager

IT and phones

- To be responsible for the day-to-day relationship with DWP’s IT support company and printer suppliers
- Set up and manage IT accounts for new joiners
- To ensure that staff are informed and given instruction on any new equipment or systems

Financial

- Effectively manage the Overheads budget which includes, but not limited to, maintenance, IT support, insurance and health & safety
• Provide the Head of Finance with information necessary for the financial management of the Donmar including actual and committed expenditure and actual and anticipated income, and assisting in the forward planning and budgeting processes.
• Working with the Head of Finance, to regularly assess and review utilities contracts and suppliers to ensure that costs are kept low and the maximum value for money is achieved.
• To work to and maintain a moderate hires income target

Maintenance and Building Administration

• To be responsible for ensuring the Dryden Street building, including the apartment, functions efficiently and is a clean and welcoming place of work, supported by the Apprentice
• Liaise with the Donmar’s contracted pest control and washroom facilities companies as necessary
• Managing the External Service Provider to ensure the building is properly run, including repairs and maintenance work

Environment

• Write, review and promote DWP’s environmental policy and chair the Donmar’s Green Committee
• To be responsible for the sustainability of the building in line with the Donmar’s environmental ambitions
• Monitor DWP’s energy, paper usage, business travel and waste, identifying areas for concern and improvement
• To prepare and submit reports to external organisations such as Arts Council England and Julie’s Bicycle

Health and Safety

• To be the key contact for authorities – such as Local Authority, Police, Fire and Ambulance Services.
• To maintain good working relationships with local service providers, residents and community members.
• Ensure that sufficient First Aid and Fire Marshal coverage is supplied throughout the organisation in terms of personnel and supplies, and that this is communicated throughout the organisation.
• To liaise with the Deputy Production Manager and Donmar Production Managers on the functionality of the rehearsal room.
• To keep good records of all of the above.

In liaison with External Service Provider and the Deputy Production Manager:

• To write, review and update DWP’s Health & Safety policy and emergency procedures
• Enable and support the organisation to implement the overall Health & Safety policy and procedures of Dryden Street building and activity
Enable and support the delivery of the Donmar’s fire safety strategy for the building and to ensure that regular fire alarm tests, fire drills, and maintenance of fire equipment is undertaken

- Write, review and monitor risk assessments for the organisation’s activities
- Enable and support the delivery and implementation of risk assessments for all areas of the building and ensure that regular checks are made, to cover COSHH, Manual Handling, Electrical Safety etc.
- Identify areas for staff training and organise appropriate training.
- To keep good records of all of the above

Security

- To communicate and implement security procedures to, as appropriate, to improve and maintain security around the building and to keep up to date with best practice and particular threats with regards to security
- To ensure that all staff are aware of responsibilities and procedures in relation to security including doing regular office safety briefings – particularly for new staff and temporary staff (such as performing companies). To ensure that staff are regularly informed about and trained on how to deal with security situations – fire safety, bomb-scares etc.
- With the External Service Provider, oversee responsibility for the security of the building and the maintenance of any related security equipment

Person Specification

Essential

- Experience of at least 3 years working in an operations or building management role within a busy office or in a stage/production management role
- Experience of liaising with multiple contractors and service providers
- Excellent organisational and time management skills
- Excellent communication skills and the ability to work with a wide range of people and partner organisations
- Ability to prioritise, work well under pressure and adapt to new situations
- Strong, approachable, diplomatic communicator with those at all levels
- A good team player, but able to work independently
- Fully computer literate: word processing; spreadsheets; database; internet and email
- A practical problem solver when a can-do attitude
- Absolute attention to detail and administrative accuracy
- Ability to work flexible hours in line with the needs of the building

Desirable

- First aid trained
- Health and Safety qualification, such as IOSH
- Experience of buildings and facilities management
- Knowledge and enthusiasm for the work of the Donmar
The successful candidate will be required to undertake an Enhanced Disclosure Barring Service (DBS) check.

Holiday

20 days a year plus an additional five days in lieu of evenings worked during the year.

Benefits (post-probation)

- Monthly theatre ticket allowance
- Free annual eye tests
- Free Hospital Club membership
- 3% pension contribution in Donmar’s stakeholder pension scheme and entitled to contribute any amount in full % increments

The Donmar is an equal opportunities employer. We recognise the value of diversity within the workforce, and actively encourage applications from those with less visibility in the arts.