



## Job Description

### **Operations Officer**

#### **Purpose of Role**

This role will form a part of our Operations Department. Operations officers are at the heart of activity within Horsecross buildings. The role provides day-to-day operational duties and is also responsible for the upkeep and maintenance of the buildings, as well as liaising with staff, artists and clients to ensure all operational requirements are met seamlessly.

#### **Organisational relationships**

**Line Manager:** Venues Manager

**Key Relationships:** Technical and Production teams, Housekeeping, Conferencing, Visitor Experience and Heads of Departments

#### **Location**

You will be based at both Perth Concert Hall and Perth Theatre and will be required to work across both spaces. You may be required to work in other locations within the United Kingdom. We reserve the right to move our office to another location within a 15-mile radius.

#### **Duties and Responsibilities**

- Preparation and setting up of facilities for meetings, workshops, concerts, and events.
- Provide key holding duties and ensuring day-to-day access to premises
- Ensure adherence to company Health, Safety and Fire policies
- Undertake basic administrative duties, reporting and record keeping
- To welcome all visitors and visiting productions, passing on key information.
- Carry out the regular upkeep, maintenance, servicing and inspection of equipment, furniture, fixtures and fittings, as well as minor repairs.
- To be the principal point of security for the buildings, including the monitoring of CCTV, signing in of all visitors, contractors and visiting productions, as well as building checks.
- To support visiting contractors.



- To retain a safe, welcoming, and presentable environment throughout and around our buildings at all times.
- To carry out any other reasonable duties.

### **Responsibilities of all staff**

To be aware of the work of other departments in the delivery of the company's charitable objectives. You will take an active part in communicating and co-operating with other staff and departments, contribute to an enthusiastic, positive work climate within the organisation and take an active part in achieving high standards of customer and client care.

You will attend team meetings and all internal and external meetings as required, follow all Horsecross guidelines, procedures and policies and work in accordance with the Equality & Diversity Policy of Horsecross.

You will undertake other duties as may be reasonably required by the organisation.

### **Person specification**

#### **Essential skills & experience**

- Experience of building maintenance, repair, and upkeep
- Practical and hands on approach
- Willingness to develop skills via provided training
- A commitment to delivering the highest standards of communication and client care
- Driving license
- Basic computer literacy

#### **Desirable skills & experience**

- First Aid Certificate
- Interest in the Arts
- Any basic carpentry. Plumbing or electrical skills
- Mobile elevated work platform certificate IPAF
- Experience in Inservice electrical testing (PAT testing)
- Prior experience with buildings management systems, fire alarms, CCTV
- Entry level technical theatre experience
- Fire warden training

**NB: A basic disclosure check is a requirement of this post.**



## **Terms and Conditions**

**Rate (Standard):** £9.60ph

Payments will be paid in monthly instalments. You will be paid monthly by bank credit transfer on the last working day of the month.

### **Hours of Work:**

Horsecross Arts is under no obligation of offer you any regular hours of work. This is a casual position designed for persons who wish to undertake occasional or ad hoc additional work to support us during our busier periods.

### **Core Hours**

Any hours worked between 8am and Midnight.  
Up to 5 consecutive days.  
*These hours will accrue to your total at x1 time.*

### **Infringement hours**

Any call on a 6th consecutive day.  
Any missed meal break,  
*These hours will accrue to your total at 1.5x.*

Any call on a 7th consecutive day,  
Any hours between midnight and 8am,  
Any infringement of your 11hr overnight rest period,  
*These hours will accrue to your total at 2x.*

### **Shift Offering**

Shifts will be offered on an ad hoc basis and no guarantee of hours is made. Horsecross will endeavour to offer shifts with as much notices as possible but the nature of the industry is such at shifts can be offered at late notice. You are not obliged to accept any shift. Horsecross Arts reserves the right to award shifts on a first come, first served basis and / or by giving preference to individuals who best suit the needs of the specific call being made.

### **Holidays**

Holiday pay will be added to your monthly pay.

### **Pension**



The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

**Notice**

Horsecross Arts shall be required to give you 24hrs notice of any shift cancellation. Any person who does not make contact with Horsecross Arts for more than 3months may be removed from the casual list.