



Operations Manager

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;

Explore - forging into the new, inventing fresh approaches and developing different ways of working;

Connect - with our communities, meeting their needs, striving to include everyone;

Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA will be central to all our policies and processes, from recruitment and operations to the delivery of our public engagement, performances, and events. Undertaking continual review and training, we will closely monitor, and be transparent about, our progress.

The Role

Job Title: Operations Manager

Hours: 37.5 hours

Reports to: Director of Commercial Operations

Salary: £29,641.88

This role will form part of the management team and be responsible for Perth Theatre and Concert Hall building management, maintenance and facility development. Ensure the smooth day-to-day operations of PTCH venues to meet the needs of clients, performers, staff and audiences.

As part of the management team, you will contribute to the organisation as a whole, helping to develop strong, effective, and sustainable processes for delivering its charitable objectives.

This job description details the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but it is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Duties and Responsibilities

General

- As part of the management team, you will work to ensure that the organisation is delivering on its charitable objectives, annual targets are met within the Operations team, and support is provided to all other departments;
- Work within overall budgetary cost allocations, identifying potential cost savings and income-generating opportunities where possible.

Leadership & Support

- Support the Venues Manager in providing effective leadership, management and motivation to the Operations & Housekeeping teams, including recruitment, induction, supervision, appraisal and on-going training and development;
- In conjunction with the Venues Manager, ensure that the Operations Team provide a high standard of production and technical support for all concerts, conferences, events, in-house productions, visiting productions, education and community activities;
- Attend management meetings and all internal and external meetings as required;
- Support the development of, and lead the day-to-day implementation of PTCH's Environmental Action Plan with strategic oversight from the Director of Commercial Operations;
- Provide proactive input to the development and delivery of PTCH's Inclusion, Diversity, Equality & Accessibility Plans.

In conjunction with the Venues Manager, you will be responsible for building operation management and the condition of all PTCH premises, including:

- Be the key liaison person with PKC and any other relevant external parties on all practical issues relating to PTCH and the Inveralmond store;
- Oversee the regular upkeep, maintenance and servicing of building fabric, furniture, fittings and equipment across all premises (excluding Technical and IT equipment);
- Negotiate and monitor maintenance contracts;
- Optimise energy efficiency across all premises;
- Ensure compliance with all relevant statutory and legal requirements, undertakings and obligations, including insurances, licences and appropriate consents in relation to all premises in conjunction with the Director of Commercial Operations;
- Develop and implement building and equipment maintenance plans, including capital replacement plans, in conjunction with the Director of Commercial Operations and Head of Finance & HR.

Environmental Management

- Deliver PTCH's Environmental Action Plan and identify actions to minimise the Company's energy, carbon and water consumption and costs and maintain appropriate performance indicators relating to property management;
- Lead the PTCH Green Team, holding quarterly meetings with the goal to enable team-specific green practices and engage the general team member base in meeting PTCH's environmental goals;
- Contribute to the data collation, analysis, monitoring and reporting of energy and carbon performance indicators, including to PKC and Creative Scotland.

Other

- Support the Head of Technical Services in developing and delivering the Company's Asset Management Plan (specifically with regard to tracking and documentation of physical assets);
- Manage the archive across all PTCH premises and act as the direct point of contact for Culture Perth & Kinross' collection;
- Undertake venue tours for visiting artists, stakeholders and members of the public.

Health & Safety, Environmental Health, Licensing
Working with the Head of Technical Services, you will:

- Ensure all Operations team procedures conform to statutory requirements and our internal requirements concerning health and safety, hygiene, environmental health, and licensing regulations;
- Ensure appropriate hygiene standards are maintained by Housekeeping throughout all areas of PTCH property;
- Following training, be responsible for risk assessments for activities and events involving Operations, ensuring the safety of visitors and staff.

Responsibilities of all staff

- Contribute to an enthusiastic, positive work climate within the organisation;
- Be aware of the work of other departments in the achievement of the company's charitable objectives;
- Take an active part in communicating and co-operating with other staff and departments;
- Follow all PTCH guidelines, policies and procedures;
- Support green and sustainable initiatives in accordance with PTCH's Environmental Action Plan;
- Work in accordance with PTCH's Inclusion, Diversity, Equality & Accessibility Plans;
- Be aware of and comply with rules and legislation pertaining to Health & Safety at Work;
- Take an active part in achieving high standards of customer and client care;
- Be GDPR compliant;
- Undertake other duties and training as may be reasonably required by the organisation.

Person Specification

We are looking for someone with strong leadership skills and a hands-on approach, as well as organised and efficient administration skills and an ability to deliver first-class customer service.

Essential

- Leadership/Management Qualification/or equivalent experience;
- Property/Venue Management Qualification/or equivalent experience;
- IOSH Trained;
- Budgetary management experience.

Desirable

- Experience working in the Arts Sector.

Terms & Conditions

Salary: £29,641.88 per annum paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable;

Annualised hours of 37.5 hours per week (1,950 per annum).

Annual Leave entitlement is 30 days (rising by 2 days after 3 years' service plus an additional 3 days after 5 years' service) including 10 days Public Holidays (4 fixed – Christmas Day, Boxing Day, New Year's Day, 2nd January).

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.

This role is subject to a 6-month probationary period.

How to Apply

Deadline: 13 June 2025

Interviews: W/C 23 June 2025

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com