

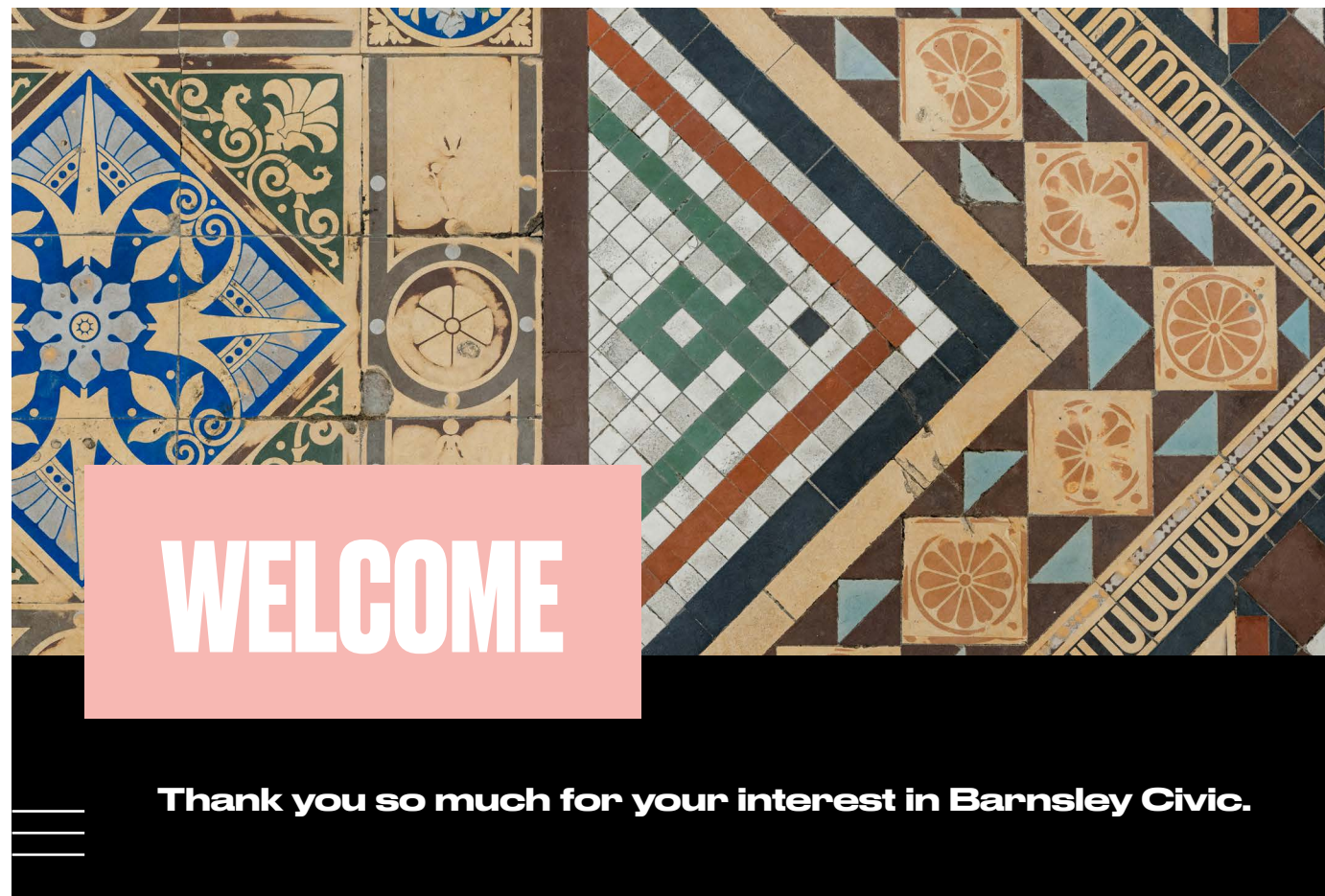
The background of the entire page is a photograph of the facade of the Barnsley Civic Centre. The building is a grand, multi-story structure made of light-colored stone. At the top, there are decorative carvings of faces. Below that, a row of three large, arched windows is visible. Above the windows, the words "PUBLIC HALL 1877" are carved into the stone. Below the windows, there is a balcony with a decorative railing. At the bottom of the image, there is a large, ornate stone relief sculpture featuring three figures. The overall style is classical and imposing.

barnsleycivic.co.uk

OPERATIONS MANAGER

**BARNSLEY
CIVIC**

INFORMATION PACK



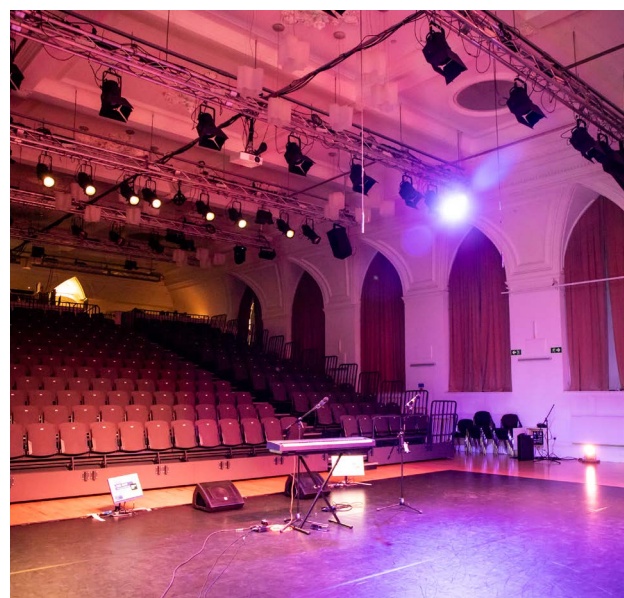
Barnsley Civic is a regionally significant, contemporary arts centre in the heart of Barnsley town centre. With ambitious new leadership in place, and a growing cultural programme, this is a brilliant time to join our dynamic team.

We are a passionate and creative bunch. We believe in our shared cultural & social aims, and work hard together to deliver on them. Our collaborative team-led approach gives everyone a chance to shape what we do and how we do it.

In late 2024 we reopened our Eldon St entrance after more than 26 years, as part of a £2.5 million redevelopment project. As we prepare for our 150-year anniversary in 2027-28, a further £1 million+ capital investment will unlock more of our unique building, and we will be developing a wider and more diverse cultural programme; both inside and outside our historic walls.

In these challenging times, we are constantly seeking out new opportunities and new partnerships. The diversification of income streams goes hand-in-hand with an expansion of cultural ambition. Our optimistic vision for the future is that Barnsley Civic will play an ever-increasing role in the cultural and civic life of South Yorkshire, and the wider regional & national cultural landscape.

If you are looking for a new challenge, are ambitious for your own career, and want to be part of a positive & hopeful staff team, then please consider applying for this role. We look forward to hearing from you.



Barnsley Civic is a large and diverse arts & cultural centre. Our 150-year old building is Grade II listed. Across four floors, and over 50,000+ square feet, our public spaces include an adaptable 400-seat assembly theatre, a 50-seat studio theatre, three large development spaces, contemporary exhibition spaces, a classes studio, bars and catering spaces, and a welcoming community space in our newly reopened frontage. Alongside these public rooms, the building also holds a range of different office spaces occupied by resident companies and artists.

As a receiving house we programme a rich variety of performance and visual arts, welcoming national and regional tours and touring art exhibitions. We host a broad mix of theatre, dance, family shows, gigs, comedy and entertainment.

Alongside external programming, we are expanding our in-house production capacity, with both solo and co-produced projects in development. Like all mixed-use arts buildings we also support a range of private hire events to cross-subsidise our artistic programme.

Both within our building and beyond, our in-house engagement team works with a wide range of community partners and educational institutions to bring creative activities to Barnsley communities. Core activities include Cross the Sky, a theatre company working with learning-disabled adults.

We also deliver a growing heritage engagement programme, with support from partners like Historic England. A productive partnership with local and regional government provides the additional resources needed to help us maximise the impact and reach of our creative engagement and cultural programme.

As an Arts Council England National Portfolio Organisation we are focused on supporting the development of the local and regional cultural ecosystem. Our artist support and development activity includes a diverse studio theatre programme of new works, and the provision of creation space for both visual and performing artists. As the most significant ACE-funded cultural building in our area, we host many associate and resident artists and companies, and act as a meeting place for the whole regional cultural sector.

A BIT ABOUT BARNLSLEY

Barnsley is a welcoming, thriving, and vibrant location and is fast becoming one of Yorkshire's most exciting places to live, work visit and explore.



Living in Barnsley gives you the best of what South Yorkshire has to offer - bustling towns surrounded by incredible outdoor space, it's minutes from the M1 and has superb transport links (train/ bus/ road).

Sitting on the northeast edge of the Peak District National Park, Barnsley is perfect if you enjoy getting out and about.

With picturesque countryside, beautiful parks and gardens (Yorkshire Sculpture Park), stately homes, industrial heritage, nature reserves, the Trans Pennine Trail, galleries, a wealth of public art, and bustling historic markets, right on the doorstep, it has plenty to offer.

There are some fantastic places to set up a home. Like most of South Yorkshire, Barnsley is best known for its rugged stone-built terraced homes but the most popular properties in the area are three-bedroom semi-detached homes - outlining Barnsley's appeal to families.

And with new developments springing up, the town also offers its fair share of newer houses, as well as town centre apartments close to the station for commuters.

Barnsley town centre recently underwent a £220M transformation, bringing a brand-new retail and leisure complex, The Glass Works and a great day, evening and night-time offer. This is driving footfall and business and attracting visitors from across the region.

The town centre is also home to The Seam development, Barnsley's Digital Campus. An urban village will transform the two Digital Media Centres and the Barnsley College Sci-Tech Digital Hub and will be a testbed for innovative ideas, supporting the Barnsley economy to grow, with digital and smart tech at the heart of it.

Across the borough, investment continues, with several major schemes underway and more in the pipeline.

OPERATIONS MANAGER

JOB DESCRIPTION AND PERSONAL SPECIFICATION

Salary:	£31,212 PA
Hours:	Full Time Role (35 hours per week)
Holidays:	26 days plus public holidays
Based at:	Barnsley Civic
Reporting to:	Head of Operations
Line Manages:	Front of House Supervisors, Casual Duty Managers

Overview of the role

To manage the day-to-day front of house operations of Barnsley Civic, ensuring that the highest standard of health and safety and customer care is maintained for all building users; including staff, tenants and public.

OPERATIONS MANAGER

MAIN RESPONSIBILITIES AND DUTIES

OPERATIONS

Support the day-to-day operational management of the building.

Oversee all customer-facing services as delivered to customers, visitors and private hire clients.

Liaise closely with the bar and cafe manager daily to ensure the smooth integration of front of house and food and beverage services across the site, this includes sharing the same pool of casual staff.

Under the leadership of the Head of Operations deliver on the safety and security of the building ensuring:

- The opening and securing of the building daily.
- Implementation of visitor and incident logging systems.
- Delivery of emergency & fire evacuation procedures and fire drills.
- Support the Head of Operations to manage out-of-hours incident reporting.
- Being a designated keyholder.

Support the Head of Operations in their periodic review of Barnsley Civic H&S Policy, updating practical procedures as needed.

HIRES & TENANCIES

Under the leadership of the Head of Operations, work closely with the Booking Administrator and the FOH team to deliver day-to-day external hires.

MAIN RESPONSIBILITIES AND DUTIES

FINANCE

Under the guidance of the Head of Operations, responsibility for monitoring and delivery of Shop and Visitor Experience budgets, ensuring compliance with internal procedures and effective strategic financial management.

HR

Line-manage the front of house supervisors, overseeing their workload and task management and, with the support of the Head of Operations, conduct regular supervision & annual reviews, while providing professional development support and pastoral care.

Oversee the daily work of casual duty managers and casual FOH staff.

Under the direction of the Head of Operations, manage the operation staff rotas for front of house, portering, and casual event staffing; maintaining adequate operational staffing levels for both regular daily activity and our evening events programme.

Liaise closely with the Bar & Cafe Manager to manage staff rotas for casual staff, who may work across both bars and FOH roles.

As directed by the Head of Operations, deliver regular appropriate training for all salaried and casual front of house staff.

OPERATIONS MANAGER

MAIN RESPONSIBILITIES AND DUTIES

LICENCING

Under the direction of the Head of Operations, take actions to ensure Barnsley Civic is compliant with all relevant licencing legislation and statutory licencing requirements including Premises, PRS, and Marriage Venue licenses; maintaining up-to-date records relating to these areas.

Act as a personal licence holder for Barnsley Civic.

DATA & MONITORING

Working to a framework set by the Head of Operations support the development and delivery of Barnsley Civic's overall evaluation framework.

GENERAL

Uphold and comply with the organisation policies and procedures and the law in relation to health and safety, financial regulations, equal opportunities, and data protection.

Engage in appropriate personal training and professional development in agreement as and when required by the CEO & AD.

Undertake all the duties commensurate with the salary and level of responsibility of the post, as directed by the CEO & AD, and any additional responsibilities as directed.

SKILLS, EXPERTISE AND EXPERIENCE

Experience of team leadership in a public-facing setting.

Experience within the entertainment or hospitality sector.

Experience managing budgets and financial processes.

Excellent face-to-face communication skills.

Excellent verbal and written skills.

High level of numeracy.

Ability to work at a consistently high tempo.

Ability to manage workload and prioritise tasks.

Ability to lead the front of house team.

Knowledge of using Microsoft Office suite etc.

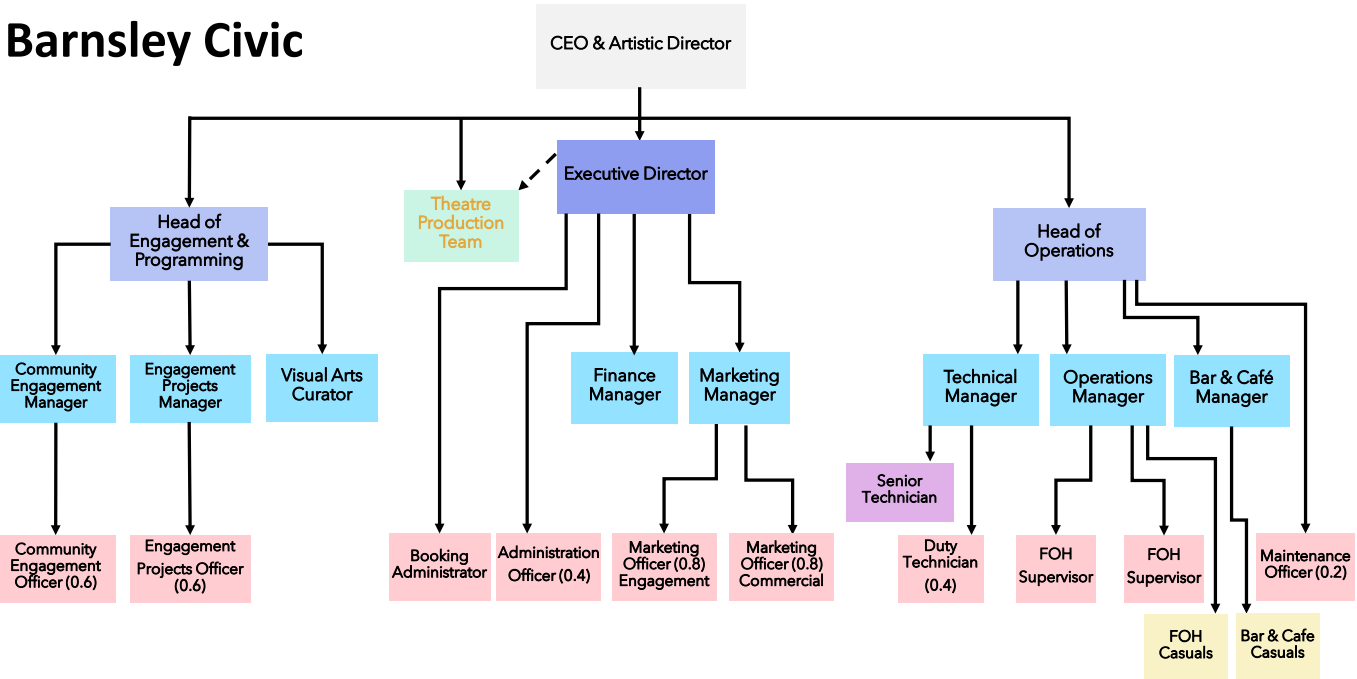
OPERATIONS MANAGER

Diversity

Barnsley Civic welcomes applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, socio-economic background or disability. All appointments are made on merit, following a fair and transparent process. The organisation employs positive action where appropriate to ensure our staff team better reflects our audiences and communities.

Organisational Structure

Barnsley Civic



IMPORTANT INFORMATION

LOCATION

Barnsley Civic
Eldon Street
Barnsley
South Yorkshire
S70 2JL

EQUALITY

Barnsley Civic passionately believes in equality of opportunity and is firmly committed to encouraging equality, diversity, and inclusion throughout the cultural sector. We encourage applications from every part of society and will strive to make any necessary adjustments for the successful candidate and interviewees.

Reasonable expenses can be paid for travel or access requirements.



Submission Process

Submit your CV and cover letter outlining how your Skills, Knowledge and Experience meet the Job description and personal specification.

If there are parts of the person specification you dont meet then include in your cover letter a suggestion of personal development or training you could undertake to meet them in post.

Provide two relevant professional referees we may contact.

Email: jobs@barnsleycivic.co.uk

Closing Date: 9am Monday 10th Aug

Interviews: w/c 17th Aug

If you have any questions about the role please email TerriBullivant@barnsleycivic.co.uk



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**ARTS COUNCIL
ENGLAND**



BARNSLEY
Metropolitan Borough Council