



arts depot

Application Pack Operations Manager



Introduction

Thank you for your interest in the Operations Manager role at artsdepot. Before you complete your application, please read the information included here carefully. These notes are intended to help you make the most of your application.

artsdepot strives to be an equal opportunities employer. We are committed to having a workforce that is representative of the community it serves at all levels of the organisation. We therefore welcome applications from all backgrounds and all sections of the community.

We look forward to receiving your application.

About artsdepot

artsdepot's vision is to be a creative home for everyone. Our mission is to reach all families in Barnet by 2027, and we do this through focusing on artsdepot as a destination, as a sector leader and our work across the borough. The Programme and Participation Department plays a key role in ensuring we fulfil our mission and vision.

artsdepot is a leading multi art form venue and cultural hub in North London. Our venue includes a 395-seat main theatre, 151 seat studio theatre, gallery, Creation Space, dance, drama and art studios, café and bar and other public spaces.

Every year, we welcome over 162,000 people to watch, learn or be inspired by our programme of shows and events.

We are host to undergraduate performing arts college London Studio Centre, who have a suite of studios and facilities both on and adjacent to our site.



Our Values

- Creativity – We believe in creativity. We respond in creative ways and provide the setting for everyone to be creative on their terms.
- Inclusivity – Our work is inclusive. Everyone can access our performances and activities, and we reflect our wider community in what we do.
- Collaborative – We work collaboratively. Our programme and organisation is better when we work with others to make more than the sum of our parts.
- Respect – Our work is underpinned by respect. We work in a way that respects other voices and views and expect the same from others.



This opportunity

The Operations Manager will play a key role in the day-to-day management of the building, its front-facing teams, and visitor experience. They will line manage our front of house and facilities team, manage maintenance and facilities and support the Head of Operations in implementing our H&S policies. This role requires you to act as a First Aider and Fire Warden when covering Duty Management.

Working at artsdepot

The Operations Manager will usually be based in the Visitor Services Office on the Ground Floor of artsdepot's building. It is a shared office space for the Visitor Services team.

The role includes using a computer and communicating via phone and video calls, email and in person. It involves regular meetings and moving around our 4-storey building. It will involve some heavy lifting and occasional working at heights.

How to Apply

Please make sure you have read fully the Job Description (including person specification) within this pack and the accompanying information. The principal responsibilities of the post are listed. This is not an exhaustive list, but the job description gives an idea of the purpose and scope of the role.

To apply please submit a covering letter (up to two sides of A4) and curriculum vitae (CV) and our equal opportunities monitoring form.

In the covering letter, you have the opportunity to outline your suitability for the post by telling us about your interests, experience and skills that relate to the role and person specification. The skills and personal qualities listed are required for the effective performance of the post; you can demonstrate your suitability through workplace, voluntary work or alternative experience.

Outlining your suitability for the post

How you outline your suitability for this role in your covering letter (up to two sides of A4) determines whether or not you are shortlisted and invited for interview. It is helpful if you go through the person specification and tell us exactly how you meet it.

Please email your cover letter, CV and Equal Opportunities Form to **recruitment@artsdepot.co.uk**. You are welcome to submit your application in a different format if you would prefer (video, audio recording), please email it to **recruitment@artsdepot.co.uk**.

Applications will close at **midnight on Sunday, 12 July 2026**.

We encourage you to apply as early as possible as we will be interviewing on a rolling basis.

The interviews will take place at artsdepot, 5 Nether Street, Tally Ho Corner, North Finchley, N12 0GA.

If you would like support with access requirements, please contact Zoe by email at **recruitment@artsdepot.co.uk** or call 020 8369 5454. If you would like to have an informal chat about the role, please contact Sayak Mukherjee at **sayak.mukherjee@artsdepot.co.uk**

The Shortlisting and Interview Process

Shortlisting is carried out purely on the information contained in the cover letter and CV. Candidates are assessed anonymously against the attributes of the person specification, and if these are not met, or if there is insufficient detail to make a judgement, the application is rejected.

All candidates shortlisted for interview will be sent the interview questions approximately 24 hours in advance.

Equal Opportunities Commitment and Monitoring

artsdepot is committed to encouraging diversity and eliminating discrimination. Our aim is that our workforce will be truly representative of all sections of society and that each individual feels respected and able to give their best.

As part of our commitment to developing our workforce to be reflective of our communities we are particularly encouraging of applications from individuals who are ethnically diverse, disabled, LGBTQI and from lower socio-economic backgrounds. artsdepot is a Disability Confident Employer.

Please enclose the completed monitoring questionnaire with your application. When the applications are received, the EO questionnaires are removed before any decision on shortlisting is made.



Job Description

Operations Manager

Purpose of role:

The Operations Manager will play a key role in the day-to-day management of the building, its front-facing teams, and visitor experience. They will line manage our front of house and facilities team, manage maintenance and facilities and support the Head of Operations in implementing our H&S policies.

This role requires you to act as a First Aider and Fire Warden when covering Duty Management.

Reports to: Head of Operations

Works with: Marketing Team, Development Director, Head of Finance, Head of Operations, Creative Team Co-ordinator

Principal Responsibilities:

- Provide a welcoming, inclusive, safe and secure environment for building users and ensure building compliance and readiness.
- Line Manage duty managers, box office staff and the facilities team, including recruiting, induction, training and annual appraisals.
- Share line management of the Visitor Services Assistants and Volunteers, including recruiting, induction, and training.
- Create staffing rotas for the duty managers and ensure appropriate cover for front-of-house operations.

- Foster collaboration within Operations and across all programme teams and support events and productions.
- Manage maintenance with the Head of Operations and provide support in compliance areas such as building inspections and fire safety.
- Support the management of contractors on site, liaising for repairs and servicing when required.
- Manage purchasing for day-to-day repairs and maintenance, and other supplies.
- Plan and manage the front-of-house function for retail and merchandising operations, including managing and maintaining retail sales equipment, i.e. card machines and POS units.
- Support the management of tenant's office workspaces and ensure compliance with agreements and policies.
- Provide basic IT support, onboarding and escalating issues to our external IT partner including managing our phone systems on a day-to-day basis.
- Support environmental policy implementation, promote recycling and energy efficiency and include environmental considerations in decisions.
- Act as a Duty Manager, including opening and closing the building.

Health & Safety

- Implement health and safety policies and perform health & safety inductions for all internal staff and contractors and encourage a culture of responsibility for H&S throughout the organisation.
- Work closely with building control and Head of Operations to oversee building safety and security for all visitors and staff.
- Review and update risk assessments.
- Oversee accident and incident reports, ensuring tracking, monitoring, and reporting happen regularly.
- Act as Fire Warden, manage fire safety and organise fire warden, evacuation and first aid training.

Values and Equal Opportunities

- Represent artsdepot and its values, ensuring visitors feel welcome and included.
- Ensure the intentions and requirements of artsdepot's Equal Opportunities, Race Equality Action plan, Access policies and Safeguarding policies are applied personally and by staff in the department.

Any other duties that may reasonably be required from time to time.

This job description is not exhaustive and may change. Postholders are expected to work flexibly and undertake any other duty that may reasonably be requested by the CEO / Board of Trustees.

Personal Specification

Essential:

- Extensive experience managing an operations function, in an arts, entertainment or conferencing venue.
- Experience within a customer-facing environment.
- Experience in line managing staff and creating rotas.
- A general understanding of relevant Health & Safety legislation for a public building.
- Good ability to multi-task and prioritization.
- Good administration & organisational skills.
- Ability to remain calm under pressure.
- Good communication skills.
- A working knowledge of IT, including email, Windows, and Microsoft Office.
- Practical, hands-on approach.

Desirable

- Working knowledge of Artifax and Spektrix software or other ticketing, CRM and payment systems or equivalent databases.
- Working knowledge of staffsavvy or another HR and rota software.
- Working knowledge of HR.
- Valid fire marshal, first aid training.
- An understanding of venue and building security in a public building.
- Experience of leading on organizing and leading training.
- A broad knowledge of the arts industry.



Conditions of Service

- Salary is up to £35,000 per annum.
- This role is offered on a 1-year contract.
- Working hours are 37.5 hours (5 days) per week.
- Regular opening hours of artsdepot are from 8am until 10pm, seven days a week, with later opening on occasion. This post will operate over a seven-day rota, Monday – Sunday agreed with the Head of Operations. You will be required to work, days, evenings, weekends and some public holidays as well as a minimum of 3 shifts during the period of 23 December – 3 January.
- You will be able to take 25 days annual leave excluding statutory public holidays.
- You will be expected to actively participate in the implementation of artsdepot's policies with regard to equal opportunities, safeguarding and health and safety.
- The Job Description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time. This will not change the general character of the job, or the level of responsibility outlined.
- Probationary period of 3 months.
- Period of notice is 1 month.



Photos are from artsdepot activities between 2018 and 2020 including: **TogetherFest** and **The Storytelling Igloo**, and performances including: **Ready Steady Lift Off** by A Line Art, **8 Minutes** by Alexander Whitley Dance Company, Bromance by Barely Methodical Troupe and **All Wrapped Up** by Oily Cart.

Photography by **Katie Burse, Suzi Corker, Becky Dann, Johan Persson, Andrew Twesigye**