



Job Description

| | |
|--------------------|--|
| Job Title: | Operations Manager |
| Type: | Permanent, PAYE |
| Reports to: | CEO |
| Hours: | Full time |
| Salary: | £24,500 per annum with additional benefits |
| Holiday: | up to 28 days per annum, including public holidays |

Summary of Role

The Operations Manager is a member of the senior management team at Brighton Fringe, reporting to the CEO. The post holder is responsible for managing all aspects of the company's day to day operations covering all HR, Learning & Development, finance, office management, and corporate administration.

Key Duties & Responsibilities

1. Administration and IT

- Manage the day-to-day running of the office including answering and gatekeeping of the main telephone line and responding to email enquiries, incoming and outgoing post.
- Manage and maintain effective administration processes, IT and other office systems and resources, including premises, stationery and filing, ensuring Brighton Fringe is a pleasant and efficient working environment.
- Provide administrative support to the CEO and other senior management, when required.
- Diarise staff meetings, book meeting rooms, and arrange minute takers as required.
- General support for the Brighton Fringe team as required.
- Manage and resolve day to day IT queries and dealings with our IT consultant.
- Set up new employee profile accounts on designated PC.
- VoIP phone system management.

2. Finance

- To assist and alert the Finance Manager on financial management matters as required; and to cover aspects of the Finance Manager's role during the week, and when they are on leave.
- Cover daily finance tasks such as banking, petty cash, issuing and chasing sales invoices, and paying purchase invoices.
- Organising monthly Payroll, pension payments, holiday pay and HMRC tax alongside the Finance Manager.
- Updating Sage and the working budget when necessary and requested.

2. Office Management & Corporate Administration

- Research and gather quotes, and subsequently arrange, review and renew all insurances, and all supplier contracts
- Primarily responsible for implementing, developing and ensuring that corporate services provided by the team are compliant with internal policies and procedures
- Reviewing and updating all policies and procedures including health and safety, Complaints procedure and the full Staff Handbook, and ensuring they are observed.
- Management of third party supplier contracts and making recommendations to the CEO and Board on matters including premises, box office and IT systems, and ensuring that Brighton Fringe receives optimum service and value at all times
- To communicate with Landlords as required
- Deal with day to day housekeeping
- Plan and implement redecoration, relocation or refurbishment projects as required

3. HR and Learning & Development

- Manage the entire recruitment process for all new staff members to include updating job descriptions, suggesting and agreeing on terms of the contract (salary, length, etc.), writing a job advertisement, advertising job roles, shortlisting (along with relevant line manager), writing relevant interview questions, coordinating (and attending) interviews, communicating with applicants, accessing references and drawing up employment contracts.
- Conduct welcoming induction of all new staff, and offer continuing practical, and emotional, support for all staff members.
- Administration of the HR portal (Breathe) which holds full personal information for staff including emergency contacts, addresses and ID, job records, absence record and is the administration tool for all annual leave requests.
- Assist managers in diarising and carrying out of appraisals of all staff and to be responsible for 6 monthly reviews of appraisals.
- Monitor and evaluate training, learning and development needs including changes that result from internal review.
- Manage and monitor the budget for Training / L&D
- Book training courses for staff and maintain central training records
- Ensure that Brighton Fringe is compliant with all HR regulations, including government pension schemes
- Maintain, update and circulate the Staff Handbook, Volunteer Handbook and company policies to all staff, contractors and volunteers

4. Other Duties

- Contribute to the collation and preparation of statistical information as required
- Work with the Board and sub groups as required
- Attend meetings, conferences and events as a representative of the Fringe as agreed with the CEO
- Attend meetings with the Board as and when necessary

- Undertake any other duties in line with the responsibilities of the post as requested by the CEO or Board
- Be available for the full duration of Brighton Fringe each May & June

Key Working Relationships:

1. CEO
2. Senior Management Team
3. All other staff and volunteers
4. The Chair of the Board of Directors of Brighton Fringe

Key Competencies / Person Specification

1. Administration / Finance Skills

- Excellent organisational and administration skills
- Knowledge and experience of Microsoft365 and Office Suite
- Ability to develop and implement management systems
- Some understanding of budgets and spreadsheets
- Experience of online banking and some existing knowledge of accountancy and finance
- Exceptional attention to detail

2. Communication Skills

- Ability to actively listen, seek information and ask questions to ensure the understanding of business requirements
- Ability to listen, teach, and offer emotional support where required
- Ability to practice confidentiality
- Ability to establish and maintain positive working relationship with key stakeholders, including clients, venues, professional and commercial enterprises to facilitate the accomplishment of work goals

3. Interpersonal Style

- Has a personal commitment to organisational excellence; displaying honesty, integrity and a strong sense of ethics in all decisions and actions
- Works well within a team and inputs where needed
- Is able to develop others to enhance their skills and performance
- Resilience and the ability to remain calm and focused under conditions of stress, and the ability to offer a calming influence on the rest of the team

4. Personal Organisation

- Ability to organise time to the best advantage of the Fringe
- Keeping of up to date records and stakeholder contact lists
- Maintaining a professional standard in all communications

5. Desirable Criteria

- Experience and interest in the local arts scene
- Experience in events / ticketing
- Experience of Sage accountancy and Payroll systems
- Understanding of VoIP phone systems
- Qualified in First Aid Level 3, Health and Safety Level 3 (training available).

- Understanding of constitutional and accountability principles related to working for a registered charity and Board i.e. experience and knowledge of charitable status demands
- Some People Management experience