



Job Title: Operation Manager

Direct Report: Director of Finance and Administration

Overall Purpose

The Operations Manager is responsible for the day-to-day management of the Company's administration, including Reception, Building and Information and Communication Technology (ICT).

This role will support all aspects of day-to-day health and safety compliance across a busy working site, working with the H&S Policy Group and the Safe and Well Team. Supervising the efficient running of the building to promote sustainability. The Operations Manager will be the daily contact point for all aspects of the Company's ICT infrastructure, contingency plans, and standards.

Responsibilities/Duties:

Administration and Office Management

- Manage the office expenditure to identify cost efficiencies without compromising quality and in line with relevant policies (e.g.: Environmental Sustainability).
- Manage an effective and welcoming reception service which promotes the Company's identity.
- Develop and carry out the ongoing assessment of effective operational office and administration policies, processes, and protocols.
- Work closely with the Director of Finance and Administration on a procurement policy for external providers including the incorporation of tender processes where appropriate.

Information and Communication Technology

- Responsible for the day-to-day management of the Company's ICT function and associated outsourced contracts ensuring agreed priorities are delivered.
- To assist in the development and maintenance of an ICT strategy for the Company and work with the ICT providers to deliver this strategy within agreed budget levels.
- Ensure that the Company's ICT, associated data storage systems and cyber security are robust and compliant with relevant legislation.
- Work closely with the Director of Finance and Administration to ensure that the company's IT systems are fit for purpose, understood throughout the organisation, and used in a consistent and efficient manner.



Health and Safety

- Co-ordinate the annual insurance renewal to ensure appropriate cover is in place at competitive prices.
- Work closely with the Director of Finance and Administration to ensure the highest standards of Health and Safety for Rockvilla.
- Together with the Technical Director co-ordinate and assist in the annual review of the Company Health and Safety Policy and take an active part in ensuring related policies and procedures are up to date and compliant with relevant legislation.
- As a member of Health and Safety Policy Group, ensure that relevant policies and procedures are reviewed and updated as appropriate.
- Compile information for the Health and Safety Report for presentation to Risk and Audit Committee and submission to Board.

Building Management

- Ensure the smooth running of building systems within Rockvilla including the Biomass boiler, building management system, air movement systems and other technical systems related to the functioning of the building.
- Responsible for building related contracts including maintenance and utilities ensuring external providers offer high quality services and value for money.
- Manage the physical assets of National Theatre of Scotland's creation centre Rockvilla
- Work closely with the building team to ensure the running of Rockvilla meets National Theatre of Scotland's sustainability goals.
- Manage the efficient running of the Rockvilla creation space regarding safety, staffing and the provision of facilities both to National Theatre of Scotland's requirements and the company's provision of space to other cultural organisations.

Organisational Requirements

- Work towards the achievement of the National Theatre of Scotland's organisational goals.
- As the post will require handling, processing, and recording of restricted information, confidentiality is required to be maintained at all times.
- As the post holder may be the first point of contact for many external organisations, and individuals, they are expected to remain up to date with, and aware of, developments within the National Theatre of Scotland and its work.
- Attendance at performances of the National Theatre of Scotland and other companies, to develop and maintain an understanding of developments within the Company's work and the wider sector.
- Take part in organisational projects as required.



Person Specification

| Skills and Experience | Essential | Desirable |
|--|-----------|-----------|
| Relevant business/administration experience or knowledge on date on health and safety legislation | √ | |
| Experience in a building/administration related role. Able to demonstrate a hands-on and proactive approach, with attention to detail and an awareness of the big picture | √ | |
| Experience of working in Health and Safety | √ | |
| IT literate - Microsoft packages Strong all-round administration skills and knowledge. Planning and organizational skills. Ability to have direct conversations with team members to ensure standards maintained and driven | √ | |
| Staff management experience combined with strong relationship management skills | √ | |
| Ability to have direct conversations with team members to ensure standards maintained and driven | | √ |
| Strong project management skills being able to juggle demanding priorities | | √ |
| Identifying from any of the Company's priority underrepresented including: people of colour/ people from the global majority, deaf or hard of hearing people, disabled people, Gaelic speakers, BSL users, neurodiverse people. | | √ |

Terms and Conditions of Employment

Annual salary: £32,000 per annum

Status: Full time permanent contract

Holiday Entitlement: 34 days per annum (including public holidays) for full time staff

Probationary period: 6 months

Notice period: 3 months

Pension: We make an 8% contribution into our group personal pension plan on condition that the employee makes a minimum contribution of 4%.

Hours of work: Normal office hours are 10am – 6pm, Monday to Friday plus evening and weekend work when required

Location: The post will be based in National Theatre of Scotland's office at 125 Craighall Road, Glasgow and elsewhere as required