

Royal & Derngate

Job Description

Department:

Operations

Job Title:

Operations Assistant

Responsible to:

Operations Director

Job Purpose:

- To provide administrative support in areas managed by the Operations Director

Key Task Areas:

1. To be the point of contact for customer comments relating to Operations, log all relevant details and co-ordinate responses
2. Co-ordinate meetings, including ops meeting, H&S groups and working group, and facilitate information sharing to all parties involved.
3. To support the programming team with organising access performances to ensure the smooth running of performances.
4. Ensure all incidents/accident reports are filed in a digital format and distributed to relevant parties as required.
5. Ensure teams are completing risk assessments where required and filed accordingly
6. Administration of Ops and H&S related policies
7. To provide administrative support to the Operations Director.
8. To be responsible for administration of all operational licences required by the company.
9. To support all administration around venue insurance including driver insurance, accident reporting and renewal of policies.
10. To provide administrative support to the maintenance team including booking of contractors, general and financial queries.
11. To be part of the rota for distribution of internal mail and external mail output.
12. To communicate with all internal and external customers in an informative and appropriate manner.
13. Promote and adhere to the organisation's culture and values.
14. To participate in organisational development activity
15. To be aware of, adhere to, and implement any legislative requirements consistent with overall duties of this post, with particular regard to Health and Safety policies and procedures, General Data Protection Regulations and Equality Act 2010.
16. To undergo relevant training and development required by the Operations Director.
17. To carry out any other tasks that will, from time to time be allocated by the Operations Director on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post.

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Person Specification

Essential	Desirable
<p><u>Experience</u></p> <ul style="list-style-type: none">• Experience of implementing / maintaining administrative systems/procedures• Good experience of meeting administration <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none">• Understanding of, and commitment to, live performance• Good knowledge of office administration systems <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none">• Maintaining confidentiality• Confidence and ability to interact with a wide range of people• Excellent attention to detail and organisational skills• Excellent IT skills in Microsoft Outlook, particularly Excel and Word• Excellent communication skills, both oral and written• Ability to work using own initiative• Excellent time management skills• Proactive and flexible approach• Operates effectively and consistently under pressure	<p><u>Experience</u></p> <ul style="list-style-type: none">• Awareness of Artifax and Tessitura, or similar customer relationship management systems <p><u>Knowledge/Qualifications</u></p> <ul style="list-style-type: none">• Understanding of health and safety legislation <p><u>Skills/Abilities</u></p> <ul style="list-style-type: none">• Good typing speed

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Summary of Terms & Conditions

Job Title	Operations Assistant
Contract	Part-time - Permanent position
Salary	£10,317.58 (£20,635 pro-rata) per annum paid monthly on 20 th of each month.
Hours of Work	18.5 hours per week Monday to Friday
Work Location	Royal & Derngate, Guildhall Road, Northampton NN1 1DP.
Holidays	Holiday year April – March 115 hours per annum (including statutory holidays) pro-rata in 1 st holiday year 122.5 hours after 3 years continuous service 133.5 hours after 5 years continuous service
Notice Period	4 weeks (once completed probationary period)
Subject to:	Satisfactory References Probationary period – 6 months Compliance with Immigration, Asylum and Nationality Act 2006 and the Immigration Act 2016
Pension Scheme	Contributory staff pension, 5% employee and 3% employer. NAMT pension scheme is provided by NOW pensions. NAMT will contribute after 3 months service
Additional Benefits	Free Employee Assistance Programme run by Health Assured Complimentary tickets available on selected shows throughout the year. 10% discount at our bars and theatre shop.