

Operations Manager (permanent)

Closing date: 10.00 on Wednesday 02 November 2016
Interview date: Friday 11 November 2016
Start date: as soon as possible

Background

The Edinburgh Festival Fringe is an open-access festival and is the largest arts festival in the world. In 2016 there were 50,266 performances of 3,269 shows in 294 venues with an estimated 2,475,143 tickets issued.

The Edinburgh Festival Fringe Society is the company that organises the structure which underpins the Edinburgh Festival Fringe. The Society exists to advise, support and encourage all participants at the Fringe, to provide comprehensive information services, including ticketing, to its participants and the public, and to promote the entire Fringe as a festival in the context of Edinburgh and its other festivals. The role of the Fringe Society is to assist audiences, performers and venues to navigate the challenges of their involvement and maximise the benefits of their visit to the Edinburgh Festival Fringe.

The Operations Manager manages the diverse and broad day to day facilities and operations of the Society, including IT, premises, retail, and administrative support. The role is responsible for ensuring continuous improvement across these functions and to provide a flexible and high quality service to the organisation.

The role sits within the Operations Department (reporting to the Head of Operations) and provides line management to three members of permanent staff and supports the management of a seasonal team of nine administrative and retail staff.

The Edinburgh Festival Fringe Society is committed to maintaining the open-access policy of the Edinburgh Festival Fringe and reducing its environmental impacts in its everyday operations. We are an equal opportunity employer and welcome applications from all sectors of the community. We are also proud to be a Disability Confident Employer and aim to successfully employ and retain disabled people and those with health conditions. We expect employees to support these commitments and to assist in their realisation.

Role and responsibilities

The successful candidate will hold responsibilities across a number of areas and perform a range of key roles. These include but are not limited to:

- Contributing to and driving the delivery of a robust and considered IT strategy, in partnership with the Box Office and IT Services supplier (Red61) and aligned to the wider EFFF Business Plan;
- Holding overall responsibility for the efficient running of IT and communication systems of EFFF, working with partners and contractors to deliver these in line with the requirements of the organisation;

- Management of EFFFs' disaster recovery and Serious Incident Management Plan and policies; contributing to table top discussions and exercises and supporting the Head of Operations in the completion of PCI:DSS compliance;
- Managing, where required, IT and premises third party suppliers and contractors, as well as negotiating lease hire terms, representing good value for EFFFs;
- Leading on the delivery of all administrative and support functions, including electronic and physical archive and document storage and ensuring all teams are supported throughout the Festival Fringe cycle;
- Developing and managing clear procurement and supplier policies to support staff in managing supplies and resources, in line with EFFFs environmental and ethical sourcing policies;
- Ensuring all EFFFs premises (three permanent sites, including two listed buildings on Edinburgh's historic Royal Mile, alongside additional seasonal premises and two residential premises) are secure, appropriately equipped, maintained, cleaned and furnished, working with external contractors to achieve this;
- Acting as landlord contact for the residential properties owned by EFFFs, liaising with agents in the management and tenancy of these annually;
- Managing the get in of temporary sites during the Festival Fringe, ensuring appropriate premises, IT, power and connectivity are in line with requirements;
- Oversight and management of the legal and practical Health and Safety requirements of the organisation, utilising professional advice where required;
- Holding overall responsibility for key holder services and emergency service communication associated with this;
- Ensuring appropriate insurances are in place throughout the Festival Fringe cycle; ensuring that these are well maintained and reflect the needs of the organisation and offer adequate protection;
- In partnership with the HR Manager, arranging required staff training associated with fire safety, first aid and health and safety;
- Holding overall strategic planning and management of the Festival Fringe Trading Company (FFTL), ensuring FFTL returns strong income to EFFFs and exploring opportunities for growth and maximisation of sales in line with the edfringe brand;
- Establishing sales targets for the FFTL and overseeing the delivery of initiatives to support and deliver these;
- Managing three permanent staff, ensuring duties and areas of responsibility are appropriately delegated and monitored;
- Managing all operational and IT budgets (approx. £250K per annum) including analysis and reporting to the Head of Operations.

Person specification

Essential

- Demonstrable and recent experience in managing an office or administrative environment;
- Proven experience managing IT and communication systems and procedures;
- Proven experience in managing contract and service delivery;
- Analytical and complex problem solving skills;
- Strong IT skills in Microsoft Office systems and procedures;
- Excellent organisational skills along with meticulous forward planning;
- Effective time management skills with ability to prioritise responsibilities to deliver agreed outcomes under pressure of multiple deadlines;
- Strong and effective customer service and negotiation skills;
- Proven experience in managing and motivating a team across complex tasks, ensuring day to day service delivery is maintained;
- Knowledge of health and safety regulations including public safety;
- Ability to communicate clearly, both orally and in writing, across the organisation and with external contacts, stakeholders and contractors;
- Ability to make effective decisions and remain calm when under pressure;
- Sound financial and numerical skills, managing budgets with multiple income and expenditure schemes.

Desirable

- Experience in developing strategic planning documents;
- Proven experience working within retail and customer service industry;
- Knowledge of Windows System Administration;
- Experience in recruiting and training staff;
- An understanding of the cyclical nature of a festival organisation and the challenges involved;
- Product awareness and knowledge with key understanding of the edfringe brand;
- Knowledge and understanding of the Edinburgh Festival Fringe and the Fringe Society.

Salary and benefits

The salary for this post is circa £28,000 per annum plus 4.5% employer pension contribution. Annual leave entitlement is 28 days plus 6 public holidays.

Normal working hours are 10:00 to 18:00, Monday to Friday. Some additional evening and weekend work may be required, particularly during the festival period. There is no overtime entitlement, but the Society does maintain a TOIL policy.

How to apply

If you would like to apply for the position, please download and complete the application form and email it to recruitment@edfringe.com or print it out and post to:

Recruitment

Edinburgh Festival Fringe
180 High Street
Edinburgh
EH1 1QS

Dates

- The deadline for applications is 10:00 on Wednesday 02 November 2016. We will not accept late applications.
- Interviews for this post will take place on Friday 11 November 2016.
- The start date is as soon as possible.

Further information:

- Please complete the application form electronically.
- Your details will be kept on file for six months, after which they will be confidentially destroyed.
- If you require any assistance in completing the application form, please contact recruitment@edfringe.com.

Thank you for your interest in the Edinburgh Festival Fringe Society.