






Job Title	Operations Co-ordinator
Job Level	TBC
Location	Ashcroft Arts Centre, Fareham
Workstream	Culture Hubs
Function	Operations
Line Manager	General Manager
People Leadership	No direct reports
Diversity and Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
To co-ordinate the operations at Ashcroft Arts Centre by providing excellent customer service and carrying out administration activities.	
Responsibilities	
<ul style="list-style-type: none"> • Overseeing the day to day operations of Ashcroft Arts. • Managing a team of volunteers including training, rostering and engagement activities. • Supervising a pool of front of house casual workers. • Managing the café/bar operation including stock management, supplier management and ensuring financial budgets are managed in line with agreed budgets. • Handling external hirer agreements and contracts in accordance with the centre’s artistic strategy and financial targets. • Operational delivery of our live performance programme including managing a wide spectrum of events. • Completing regular Health and Safety and compliance checks. • Contributing to marketing and promotion activities. • Support any other duties as required. 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Able to work to a flexible schedule, including weekend working and evenings. • Minimum age of 18 due to licencing legislation. • Demonstrable experience in administration activities. • Substantial experience delivering exceptional customer service. • Experience of building and managing strong relationships with internal and external stakeholders. • Strong skills in Microsoft Office Applications, particularly Excel, PowerPoint and Word. • Experience of managing or delivering events. • Understanding of managing budgets. 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • Experience working front of house and events in a licensed venue. • Experience of working with volunteers and/or casual workers. 	

<p>Deciding and Initiating Action</p> <ul style="list-style-type: none"> • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative, acts with confidence and works, Initiates and generates activity 	<p>Working with people</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others • Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses
<p>Relating and networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others 	<p>Delivering Results and Meeting Customer Expectation</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals
<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role 	<p>Adapting and Responding to Change</p> <ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows respect and sensitivity towards cultural and religious differences • Deals with ambiguity, making positive use of the opportunities it presents

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:	Adam Gilbert-Anderson	Date:	July 2021
People Team Review by:	Ameena Rahman	Date:	July 2021