



JOB DESCRIPTION.

JOB TITLE	Operations Coordinator
REPORTS TO	Operations Manager, Education
DEPARTMENT	Education

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

Globe Education is at the heart of Shakespeare's Globe. We run a year-round programme of activities comprised of three main areas: Learning, Higher Education & Research, and Public Events. The department is one of the largest Education departments in an arts organisation in the UK, currently employing over 30 full-time staff and a team of 80 freelance practitioners and consultants. Over 130,000 students take part annually in Globe Education activities on site or through outreach learning programmes.

Education's Business Operations team is responsible for the day-to-day and strategic operation of Globe Education - supporting teams in delivering their diverse programmes of work. The team takes responsibility for the programming of our two iconic theatres in the Globe Education seasons (in rotation with the Globe Theatre seasons) and for the daily operation of up to ten workshop studios and a lecture theatre. The team ensures that all staff and visitors are operating within safe environments and that all spaces are fit for purpose, in consultation with colleagues in Building Operations, Security and Visitor Welcome functions. The team oversees all software systems used across Globe Education (Tessitura, Artifax) and facilitates the training of all team members in utilising these systems successfully.

The Business Operations team holds the operating budget for Education, working with all Managers and Heads of Area to facilitate good financial practice and systems. The team are responsible for accurate reporting, compliance, and good governance in all strategic budget planning.

PURPOSE OF JOB

- Provide day-to-day logistical support for Globe Education.
- Oversee the resourcing of all Education core activities, keeping our Artifax booking systems accurately updated.
- Support the Operations Manager in ensuring that all policy including Health and Safety, Security, Risk Management and Business Continuity is current and is working effectively across the team.
- Act as one of the first points of contact for all inter-departmental communications, working alongside other key operational departments.

PRINCIPAL RESPONSIBILITIES

- Facilitate, together with the Business Operations team, all Education resourcing across all Globe sites.

- Support the day-to-day and long term planning requirements of Globe Education using Artifax and Tessitura.
- Facilitate, together with the Business Operations team, all Globe-wide and external requests for studio space and theatre access (in Globe Education seasons).
- Facilitate the induction and ongoing training of new members of the Department in booking and utilising our theatre and workshop spaces, to foster a supportive and collaborative working environment.
- Provide operational support to other members of the team as required to ensure the smooth daily running of all work.
- Support the department by problem solving day-to-day and long term planning issues.
- Manage the team's email inbox.
- Support and deliver in-house training sessions for safe working in the Globe Theatre and Sam Wanamaker Playhouse.
- Attend weekly organisation-wide Operational briefings, and effectively communicate operational information, as required to the Education team and with other departments.
- Ensure that the Education Studios are operational and meet the standards required for the delivery of our work.
- Together with the Operations Manager, ensure that Risk Assessments for spaces and activities are kept up-to-date.
- Assist in updating operational guides for the theatre spaces, studios and equipment.
- Make sure all storage facilities are well managed and maintained.
- Provide administrative and customer-facing event support for Corporate Training sessions and commercial or mission-led studio or theatre hires.
- Together with the Operations Manager, provide effective management of the Artifax booking system, and ensure that all Artifax users are working effectively.
- Work with the Business Operations team to provide excellent relationship management to all colleagues across the Globe, on behalf of Education - keeping all teams abreast of our work and facilitating a one-Globe approach.
- Maintain accurate records of Education visitor numbers and other key performance indicators.
- Attend relevant meetings as required in the role.
- Deputise for the Operations Manager, Education as required.

PERSON SPECIFICATION

ESSENTIAL

- Proven administrative skills.
- Experience of using Artifax or a similar space booking/planning system.
- Proven experience of databases, and excellent IT skills with a familiarity of all major MS Windows-based software packages.
- Good organisational skills with the proven ability to meet deadlines whilst maintaining accuracy.
- Customer focused approach with proven experience of ensuring high standards of service delivery.
- Numerate and able to work within budgets.
- A proactive and solutions focused approach to problem solving.
- Excellent communication skills (including written) with the ability to deal effectively with a range of people.
- The ability to develop and maintain good working relationships with colleagues, partners and stakeholders.
- The ability to maintain professionalism and confidentiality when dealing with sensitive information and business matters.
- Proven experience of working effectively as part of a team and being a supportive team member.

DESIRABLE

- Experience of using Tessitura or another Customer Relationship Management system.
- A good understanding of Health and Safety guidelines, including Risk Assessments.
- An understanding of working theatre practices.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS
Part-time / Fixed Term Contract until 31 October 2020

[A full set of terms and conditions will be supplied with a contract of employment]

- Hours:** 17.5 hours per week exclusive of lunch breaks. Ideally working across Tuesday to Thursday with some flexibility. We are happy to discuss the patterning of days to best suit the applicant. The flexibility to work additional hours at evenings and weekends may be required for which time in lieu will be granted. There are no extra payments for additional hours worked.
- Salary:** £11,000 per annum (full-time equivalent £22,000)
- Holiday:** The annual holiday leave is 25 days pro rata per calendar year plus Bank Holidays.
- Benefits:** Discount in the Globe shop and onsite restaurants/cafes; free entry to selected Education events; access to our free employee assistance programme via phone line and website; season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.

As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.