



Troubadour

THEATRES

TROUBADOUR THEATRES LTD

STUDIO MANAGER - TROUBADOUR BRENT CROSS STUDIOS

JOB DESCRIPTION

Troubadour Theatres is a company which specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment whilst providing a greater audience experience for all.

We are looking for an experienced, hard-working and motivated Studio Manager, for our Brent Cross Studios. The Studio Manager will be a passionate person who will take pride and responsibility in making Brent Cross Studios a venue to be proud of.

Studio Managers will report directly to the Operations Manager and oversee all departments within the venue working closely with the Site manager with the ethos of making Brent Cross Studios a go to destination for productions, hirers and events companies alike. .

The Studio Manager will oversee the management and relationship of all contractors and clients within the venue, and work closely with the heads of departments to ensure the venue is compliant.

Please find a list of responsibilities below:

STAFF MANAGEMENT

- Oversee the running of the venue, working closely with the Site manager.
- Manage and oversee the running of reception staff and operations
- Manage & maintain a clear system for coordinating staff availability, holiday, time away & sickness cover ensuring safe levels of staffing are maintained at all times.

- Manage the scheduling and management of contractors, including but not limited to, pest control, cleaning, security, IT support and sanitary disposal

ADMINISTRATION & FINANCE

- Ensure all new starters complete relevant paperwork & that all required information is filed/sent to payroll department accordingly
- Ensure the weekly payroll is completed accurately on a day by day basis
- With the Operations Manager record holiday accrual per quarter
- Manage & maintain the Operations Calendar
- Take responsibility for the completion & distribution of the H&S committee meeting minutes
- Lead monthly venue performance meetings to Troubadour Theatres senior management

CLIENT MANAGEMENT

- Work closely with the client to edit or mould Studio operational hours
- Ensure client is compliant with H&S and review and sign off on health and safety policies, procedures and RAMS
- Assist the client with day to day queries and ensure operational services provided by the Studio are well managed, maintained and regularly serviced/checked where required
- Lead on the delivery of creating an accessible working environment within the Studios
- Ensure clients are communicated with with regards to Studio operations, venue signage is well maintained & accurate

EVENTS

- With the Hires Manager take a lead in developing the events programme, securing events within the Venue calendar
- Foster and maintain clear communication with the Community & maintain an overview of the external events programme
- Provide Duty Management for bespoke events as required
- Conduct site visits for prospective clients as required

HEALTH & SAFETY

- Completion of venue/geographical related activity risk assessments
- Oversee the collation & filing of all Accident & Near Miss forms, recording findings to generate data for review & audit
- Assist the Operations Manager in auditing & maintaining the Venue Safety Management systems
- Ensure all duties are conducted in accordance with H&S policies & systems of working, reporting any breaches to the Operations Manager

GENERAL

- Undertaking other duties as reasonably required

- Conciliation of contracts from visiting companies and hires, managing the contracted recharges
- Manage relationships with the local council, emergency services and local businesses within the Barnet estate
- Act as one of the Brent Cross Studios Key holders

PERSON SPECIFICATION

REQUIRED:

- Significant experience of venue & facilities management
- Experience & knowledge of delivering accessible services
- Demonstrable experience of implementing customer service procedures and principles & contributing to a customer service strategy
- An organised, flexible approach to day to day responsibilities
- A creative and resourceful approach to problem solving
- A confident, friendly and professional manner
- Demonstrable ability to prioritise effectively and remain calm under pressure.
- Exemplary communication skills
- Awareness, knowledge and experience of implementing health and safety legislation and practise in a venue setting

DESIRABLE:

- Valid First Aid qualification
- H&S qualification
- Understanding of Employment Law best practice

TERMS

- Full time, permanent contract
- Scheduled monday to friday working hours, with occasional evening, weekend & Bank Holiday working as required
- 20 days plus bank holidays, pro rata to length of contract
- 35-38k depending on experience

To apply, please send a CV and cover letter to jobs@troubadourtheatres.com

Applications will close: 26th July 2023