



**Phoenix Arts**

Station Road, Bordon, Hampshire, GU35 0LR

(01420) 472664

**CIO Charity Number: 1166858**

Position: **Operations & Projects Coordinator**

Location: **The Phoenix Theatre & Arts Centre**

Salary: **£28,000 per annum**

Reporting to: **Director**

Line Management of: **Administrator, Dance Officer, Project Facilitators, Theatre Technician, Cleaner, Volunteer Coordinator, Volunteers.**

The Operations & Projects Coordinator is responsible for overseeing the smooth functioning of day-to-day operations at the Centre. They will also provide support to the Director in managing all theatre-related projects. The ideal candidate must be a team player with strong communication and organisational skills.

### **Responsibilities:**

#### **1. Operations Management:**

- Manage and coordinate the front-of-house operation, including the Box Office, Servery and all Volunteers
- Ensure that a high level of customer service is maintained
- In consultation with the Director, oversee the maintenance and general upkeep of the Centre and its equipment
- Ensure compliance with all Health and Safety protocols

#### **2. Project Management:**

- Following the awarding of NPO status by Arts Council England, to support the Director in the planning and implementation of all NPO and other theatre-related projects
- Manage NPO project timelines and budgets
- Coordinate with various internal departments, including finance, marketing and technical to ensure successful project delivery
- Ensure that all NPO projects are delivered on time, within budget and meet both internal and external (ACE) expectations

#### **3. Financial Management:**

- Assist the Director with annual budgeting, budget development and financial tracking

- Oversee the processing of invoices by the Administrator and prepare financial reports to agreed deadlines
- Oversee the monitoring of expenses and ensure they are in line with budgetary constraints

#### **4. Staff Management:**

- Provide ongoing support, coaching and feedback to all staff, including those they line manage
- Manage employee schedules and ensure staffing levels meet operational needs
- Recruit, implement training for and supervise all Volunteers.
- Oversee the Administrator's maintenance of staff holiday and sickness statistics

#### **Requirements:**

- Ideally, a degree in theatre management, business administration or a related field
- ...or 2-3+ years of relevant work experience in theatre operations and project management
- Excellent communication, organisational, and interpersonal skills
- Ability to work collaboratively with multiple departments and stakeholders
- Strong problem-solving skills and attention to detail
- Proficiency in Microsoft Office and project management software
- Availability to work evenings and weekends when required

The Operations & Projects Coordinator will form the theatre management team with the Director, and will play a crucial role in ensuring the Centre's ongoing success. If you are passionate about theatre, have a strong background in operations and project management, and are excited about the opportunity to work in a dynamic and creative environment, we encourage you to apply.

Please send your CV with a supporting statement to Rob Allerston at [rob.allerston@phoenixarts.co.uk](mailto:rob.allerston@phoenixarts.co.uk)

Closing date for applications is midday on Monday 17 April 2023.

The Phoenix Theatre & Arts Centre (Phoenix Arts) was awarded NPO status by Arts Council England in November 2022.