THEATRES OPERATIONS
MANAGER

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SEPTEMBER 2011
THEATRES OPERATIONS MANAGER

JOB DESCRIPTION

Qdos Entertainment plc
HQ Theatres Limited is a division of Qdos Entertainment plc. Chaired by Nick Thomas, Qdos Entertainment plc, the company he created in 1986 is now one of the largest, broadest-based entertainment groups in the UK. Focused on family entertainment and traditional values, the group has grown both organically and through a steady “buy and build” strategy focusing on businesses that complement the original model, managed by a coherent holding company. The company has four main trading divisions: HQ Theatres (including HQ Hospitality); Qdos Pantomimes; The Entertainment Division (TED) Ltd; and talent agency International Artistes.

HQ Theatres Limited

HQ Hospitality Limited is the company’s commercial catering arm, which services HQ Theatres banqueting suites, restaurants, bars and coffee shops.

HQ THEATRES LIMITED (including HQ HOSPITALITY LIMITED)
SENIOR MANAGEMENT STRUCTURE

Chief Executive Derek Nicholls
General Manager Stuart Shanks
Managing Director, HQ Hospitality James Giles
Hospitality Operations Manager Julian Russell
Marketing Director Ian Wilson
Head of Programming Ellen McPhillips
Ticketing and E-Marketing Manager Tom Watney
Business Assistant David Swain

REPORTING
The Theatre Operations Manager will report to the General Manager.
PURPOSE OF THE POST

The new post of Theatre Operations Manager has been created to support the General Manager in the delivery of first-class live entertainment experiences to our audiences, and the achievement of strategic business targets across the entire HQT group. Concentrating on the fundamentals of venue operations, the purpose of this post will be ensuring each venue is running with optimal effectiveness; with focus on venue maintenance and improvement, health & safety management, and environment policy and sustainability, its contribution will deliver best value and complete legislative and contractual compliance.

DUTIES and ACCOUNTABILITIES

Key accountabilities of the post are:

Facilities Management

- In collaboration with venue based colleagues, the overall management of routine planned maintenance so as to ensure that all sites are contractually and legislatively compliant, whilst also carrying out such maintenance in an optimally efficient manner so as to achieve the relevant strategic business targets,
- The planning and control of all major works, be they required by contract and/or business need; responsibilities ranging from planning and tendering to execution, ensuring that all HQT venues remain in the best possible condition and within the requirements of their contracts,
- Compilation of all maintenance requirements into an annual and 5 year plan at both venue and group level, and then facilitating the accurate budgeting and forecasting of said costs,
- Supervision of unplanned and/or urgent maintenance to make certain HQT receives the best solution,

Health & Safety Management

- Investigate current Health & Safety (H&S) provisions, and make recommendations for improvements so as to ensure HQT’s policies and procedures and fully comprehensive and fully compliant to legislation and generally accepted industry standards,
- Devise and implement a comprehensive group H&S Policy, addressing both the theatre and hospitality operational aspects of the business, ensuring local teams are included in the process, and any bespoke requirements (i.e. Pantomime and Youth Theatre/Summer Youth Project) are included,
- Identify training needs of the business to make certain that all appropriate HQT staff are equipped with the skills to effectively carry out their policy requirements,
Monitor the detail of the on-going H&S function, attended site meetings and monitoring action points to ensure timely execution,

**Environmental Management & Sustainability**

- Thorough review of the HQT estate (covering buildings, working procedures and equipment) and adequate research of current and planned legislation, to enable the development of a robust group environmental policy,
- Identify training needs of the business to make certain that all appropriate HQT staff are equipped with the skills to effectively carry out the requirements of this policy,
- Make recommendations for changes in work procedures, investment in equipment and/or capital building projects to gain significant environmental and financial benefit,
- Provide leadership at group staff forums on both operational and environmental policies, in order to monitor the effectiveness of adopted initiatives and to seek improvements across the board on a consistent basis. Fostering an open and inclusive environment so as to encourage ideas sharing and ownership by the venues of the resultant ingenuities.

**Fixed Asset Management**

- In conjunction with relevant venue based and finance team members, investigate the condition of all fixed assets, and compile a comprehensive asset register. This will include the numbering and labelling of all fixed assets across the group, and, via appropriate delegation, its continual upkeep, as well periodic audits,
- Compilation of *all* required fixed asset replacement into an annual and 5 year plan at both venue and group level, and then facilitating the accurate budgeting and forecasting of said costs.

**General Responsibilities**

- Be the driver for input into the budgeting and reforecasting processes for appropriate revenue and capital items,
- With the General Manager, develop and implement mobilisation plans for new theatre acquisitions and all other new business opportunities.
- Development and management of a Venue specific Induction plan for appropriate staff, to include a comprehensive development and training plan;
- In all of the above, promotion of equality of individual opportunity and access, within HQT operations, and in its offer to the public;
- In respect of all delegated accountabilities, constant revision and improvement to ensure best value and legislative compliance,
• Other related duties as may from time to time be reasonably required by the General Manager

PERSONAL SPECIFICATION

• A minimum of three years’ experience in the operational management of an entertainment venue, sizable conference or sporting facility, in a senior management position. It would be preferable if this experience has been gained in a multi-site environment,
• Appropriate level of expertise and experience in property management and in the management of sub-contractors,
• Demonstrable skills in the control of complex and multi-faceted financial budgets, including input into the budgeting process and regular monitoring of actual results against plan and targets,
• The successful candidate will be able to provide evidence of hands-on experience in the management and operation of Health & Safety policy. A formal qualification would be a distinct advantage,
• Practical knowledge of environmental issues relevant to property management and to the entertainment industry. Experience in the research, compilation and implementation of new policy initiatives will be required,
• Excellent people management skills are fundamental, as is being able to get the best out of the resources we have across the all of the disciplines within the group,
• Superior communication and organisational skills appropriate for the accountabilities of the post are essential,

LOCATION OF BUSINESS

HQ Theatres Limited has its headquarters office at Holborn Hall, High Holborn, London WC1V 7BD.

It is expected that the Post-holder will require at least four days out of five in the venues. There will be an available hot desk in Holborn when required in Head Office.

The Post-holder’s approved travel and other out-of-pocket associated costs will be reimbursed.

REMUNERATION PACKAGE

The Remuneration Package offered comprises salary, bonus opportunity, and contribution to personal pension scheme.

1. Starting salary will be in the range £40,000 to £50,000 per annum, depending on experience.

2. The Post-holder will have the opportunity to earn a bonus of up to 10% of annual salary on achieving KPI’s as set by the General Manager. The company’s financial year runs from April
to March. Any bonus earned for the immediately preceding financial year will be paid on 30 June of each year.

3. Contributions of the value of 6% of annual salary will be paid by the company into the Post-holder’s Personal Pension Fund.

EQUALITY OF OPPORTUNITY

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

APPLICATION

To apply, please send a copy of your *curriculum vitae*, accompanied by a letter which sets out clearly your interest in this Post, and your view of your suitability for it, to:

Stuart Shanks  
General Manager  
HQ Theatres Limited  
4th Floor Holborn Hall  
193 – 197 High Holborn  
London  
WC1V 7BD

Or email your application to David Swain (Business Assistant, HQ Theatres) [dswain@hqtheatres.com](mailto:dswain@hqtheatres.com)

For an informal discussion about this Post of Theatres Operations Manager and about HQ Theatres, please telephone HQ Theatres’ General Manager, Stuart Shanks, on 020 7025 0670.

**Closing date for applications:** 12.00 on Friday 21 October 2011