



Role Title:	Property & Operations Manager
Responsible to:	Operations Director
Department:	Operations
Salary:	£28,000
Working pattern:	Full Time (37.5 hours)
Contract type:	Permanent

ABOUT ST GEORGE'S BRISTOL

Our shared Values: We love artists; We live for sound; We believe everyone is creative; We cherish difference; We value our resources.

St George's Bristol is one of the UK's leading concert venues, in a typical year welcoming around 120,000 visitors to the building. Our aim is to create a diverse and sustainable programme of the world's finest musicians and thinkers, and to provide a vital platform for local amateur creators, as well as supporting the work of practitioners in grassroots, voluntary and learning contexts. We are a registered charity and engage with many communities through innovative creative projects, school visits and partnerships. St George's also operates as a commercial venue, with our own café/bar and hiring out our spaces for meetings, conferences, wedding receptions, recordings and filming.

JOB OUTLINE

The role of Property & Operations Manager is to ensure the safe and efficient operation of the premises, and to maintain the venue to a high standard for each of our many events and café bar facility. This is a diverse role with a broad range of responsibilities, including working with various suppliers to arrange quotations and negotiate contractual agreements, planning maintenance work relating to the buildings and premises, acting as Health & Safety Deputy Lead for the venue and as Line Manager for our reception team. As a Grade 2* Listed Building we are looking for someone who is passionate about custodianship and interested in being part of the team that take care of this historic venue and grounds. This role would suit someone who is experienced in being on the ground within a facilities management team, enjoys organising contractors and thrives in an environment of a live events venue. The role is full-time and venue-based, with a degree of flexibility required.

DUTIES & RESPONSIBILITIES

- Ensure day to day services (cleaning, health & safety and IT Services) are fulfilled to a high-quality standard
- Plan and manage routine maintenance, cleaning, IT, technical stage services, waste disposal and general building facilities.
- Coordinate, supervise and manage the work of external contractors
- Manage maintenance contracts and arrange inspections as required
- Manage costs for services to ensure spend is in line with budget
- Monitor and demonstrate achievement of agreed service levels and lead on any necessary improvements
- First point of contact for IT support service contractor
- Chair environmental working group, track appropriate KPIs

- Ensure buildings and premises meet Health & Safety requirements and other current legislation standards
- Respond to and follow up emergencies and urgent issues as they arise
- Operate sound, lighting and visual systems where necessary (training given)
- Attend a minimum of three public evening events each season to ensure all facilities are operating efficiently
- Line management of two part time reception staff
- Deal with general enquiries relevant to the role
- Assist in other areas of the operations of St George's Bristol as required

PERSON SPECIFICATION

Essential	
Experience	Arranging works with maintenance and service suppliers
	Negotiating contracts with utility companies
	Light manual handling
	Compiling risk assessments and Health & Safety documentation
	Key holder for premises
	Stock management
Knowledge	Microsoft Office
	Professional training, apprenticeship or equivalent experience
	First Aid Training
Skills and abilities	Methodical and logical thought process
	Ability to prioritise work effectively with competing requirements
	Excellent written and verbal communication skills
	Ability to stay calm under pressure
	High level of accuracy for data entry and calculations
Personal qualities	Organised and reliable
	Ability to work with a wide range of stakeholders
	Ability to work as part of a close-knit and busy team
	Friendly manner with enthusiastic, proactive approach to work

Desirable	
Experience	Previous management role in property/operations
Knowledge	PA, Lighting and Visual Equipment
Qualifications	IOSH Working Safely or equivalent qualification
	Fire Marshall
Personal Qualities	Interest in and understanding of the music industry

INCLUSION POLICY

We are keen to ensure that our team is diverse and benefits from a wide range of backgrounds, perspectives and styles of thinking and working. We welcome applications from people who are currently underrepresented in the arts sector. We commit to interview every candidate who has the required essential skills and attributes and who identifies as disabled and/or being from a Global Majority heritage. If you identify in this way and would like to attend an interview, we would be grateful if you could make this clear in your covering letter/video.

TERMS & CONDITIONS OF SERVICE

Salary	£28,000 per annum
Hours of work	8am – 4.30pm Monday – Friday (includes 1 hour unpaid lunchbreak)
Holidays	33 days per year including all statutory Bank Holidays
Pension	Employees are opted into a Group Personal Pension Plan after 3 months (employee contribution 4%; employer contribution 3%; tax relief 1%)
Benefits	No contracted benefits, but staff ticket scheme for complimentary and discounted tickets for events, and staff catering discount in St George's café/bar, are currently offered to all staff

HOW TO APPLY

Please email a single-page letter (or alternatively a short video) stating why you think you are suited to this role, plus your CV, to recruitment@stgeorgesbristol.co.uk

If you have any specific access requirements at interview stage, or would like help with the interview process, please let us know in your covering letter/video.

Please also complete our anonymous Equal Opportunities monitoring form online at <https://forms.office.com/r/peUJeQczAq>

The deadline for applications is Wednesday 15th July 5pm
Interviews will be held on Monday 20 July and Wednesday 22 July
(if you are unable to make either of these dates please indicate this in your covering letter.)

To find out more about the work of St George's, please visit – <https://www.stgeorgesbristol.co.uk/about-us/>

To find out more about the team at St George's, please visit – <https://www.stgeorgesbristol.co.uk/about-us/our-team/>