

Operations Manager

A small organisation. A fascinating building. Lots of things to improve. Real autonomy. Visible impact. A role that can grow.

Responsible to: Theatre Manager

Responsible for: Facilities & Maintenance Assistant and Cleaning Team

Hours: 15 hours per week

Location: The Kenton Theatre, Henley-on-Thames

About The Kenton

The Kenton Theatre is a Grade II listed theatre in the heart of Henley-on-Thames and one of the UK's oldest working theatres, having first opened its doors in 1805.

Today, the Kenton is a vibrant and ambitious cultural organisation welcoming professional and amateur productions, community groups, festivals, education and participation activity, private events and audiences from across the region.

With a busy year-round programme, The Kenton is an organisation that combines a remarkable heritage with a forward-looking approach.

We are a small team, which means that every member of staff has the opportunity to make a visible and lasting contribution.

Purpose of the role

The Operations Manager will play a key role in ensuring The Kenton operates effectively, safely and sustainably, while helping to shape how the organisation works as it continues to grow.

This is a broad and varied role spanning people, systems, technology, facilities, policies, processes and organisational development.

Working closely with the Theatre Manager, IT Consultant and wider team, the Operations Manager will take ownership of a range of operational projects and improvements, helping to make The Kenton a well-organised, efficient and forward-thinking organisation.

The role combines strategic thinking with practical delivery. From developing organisational policies and improving workplace processes, to leading IT projects, supporting staff development, managing the historic building and coordinating maintenance, the successful

candidate will have the opportunity to make a tangible difference across many aspects of the Kenton's operation.

The role is initially 15 hours per week and has been deliberately designed with scope to develop and grow alongside the organisation.

Main duties and responsibilities

1. Operations, systems and continuous improvement

- Work with the Theatre Manager to identify opportunities to improve the way The Kenton operates.
- Develop, implement and review operational processes, procedures and systems.
- Identify inefficiencies, duplication and opportunities for improvement and recommend practical solutions.
- Establish clear systems for recording, monitoring and following up operational issues.
- Ensure key operational information is documented, accessible and maintained.
- Support the development of consistent workplace practices across the organisation.
- Lead agreed operational improvement projects from planning through to implementation.
- Monitor the effectiveness of new processes and make adjustments where necessary.
- Encourage a culture of continuous improvement, accountability and good organisational practice.

2. Technology, digital systems and AI

- Work closely with the Theatre Manager and IT Consultant to identify, plan and deliver IT and digital projects.
- Act as the internal lead for agreed IT projects, coordinating implementation, communication, training and follow-up.
- Drive effective use of the Kenton's core systems, including Artifax, Spektrix and Microsoft 365.
- Identify opportunities to improve efficiency, communication and information management through better use of existing technology.
- Support colleagues to adopt new systems, processes and digital tools.
- Develop practical guidance and procedures for systems and digital working.
- Lead the Kenton's approach to the safe, ethical and effective use of artificial intelligence.
- Develop, implement and regularly review relevant AI policies, guidance and procedures.
- Support staff in understanding appropriate use of AI, including confidentiality, data protection, copyright, intellectual property, accuracy and human oversight.
- Work with the IT Consultant to assess new technology and AI tools before organisational adoption.

3. Policy, procedures and organisational practice

- Lead the development, implementation and review of the Kenton's operational policies and procedures.
- Identify where new policies, procedures or guidance are required and work with the Theatre Manager and relevant colleagues to develop them.
- Maintain a central and well-organised library of current policies, procedures and guidance.
- Establish appropriate review dates and ensure policies remain current.
- Support the communication and implementation of policies across the organisation.
- Develop practical guidance and training to help staff understand and apply policies.
- Translate policies into practical processes and everyday working practices.
- Keep abreast of relevant legislative, regulatory and sector developments and advise the Theatre Manager where changes may require an organisational response.

4. People, training and development

- Line-manage the Facilities & Maintenance Assistant and Cleaning Team, including work planning, supervision, development and performance management.
- Support the Theatre Manager in identifying training and development needs across the team.
- Coordinate relevant staff training and maintain appropriate training records.
- Support staff induction and onboarding.
- Develop guidance and resources to support staff in carrying out their roles effectively.
- Support the implementation of new systems, policies and workplace practices through appropriate training and communication.
- Encourage good practice, continuous learning and professional development across the team.
- Work collaboratively with colleagues to build confidence and consistency in the use of systems and processes.

5. Facilities, building and maintenance

- Oversee the condition, presentation and day-to-day operation of the Kenton's Grade II listed building.
- Establish and maintain appropriate inspection and maintenance schedules.
- Maintain an effective maintenance log and ensure issues are appropriately followed up.
- Coordinate planned and reactive maintenance.
- Manage relationships with contractors and suppliers.
- Maintain the building asset register and relevant maintenance records.
- Develop and monitor an annual maintenance plan for the building and non-theatrical equipment and systems.
- Coordinate statutory servicing, inspections and certification.
- Oversee cleaning, housekeeping and operational supplies.
- Coordinate periodic deep cleans and other planned works.

- Manage building keys, access and security arrangements and maintain the key log.
- Coordinate waste and recycling services.
- Oversee storage and general organisation of operational areas.
- Establish and maintain a suitable list of contractors and suppliers.
- Support capital projects, refurbishment and building improvement projects.
- Prepare information, quotations and proposals for agreed projects and grant applications.
- Oversee the scheduling and completion of approved building works.
- Work with the wider team to ensure rooms and spaces are appropriately set up for events and operational activity.

The role is hands-on where appropriate, but the emphasis is on effective coordination, planning, prioritisation and delivery rather than undertaking all maintenance work personally.

6. Health, safety and statutory compliance

- Work with the Theatre Manager and Technical Manager to support compliance with health and safety requirements and statutory duties.
- Maintain appropriate knowledge of relevant health and safety legislation and good practice.
- Support the delivery of building health and safety inductions for staff.
- Ensure contractors receive appropriate health and safety information before commencing work.
- Ensure appropriate Risk Assessments and RAMS are in place for relevant building and maintenance works.
- Coordinate relevant health and safety training and maintain accurate records.
- Support the management of the building's fire alarm system and associated staff and volunteer training.
- Support evacuation procedures and associated training.
- Support ongoing fire safety improvement work and implementation of the Fire Strategy.
- Support regular review of the Health & Safety Policy, Fire Risk Assessment and other relevant risk assessments.
- Coordinate routine health and safety inspections.
- Ensure relevant testing and inspection records are maintained.
- Ensure the theatre's Asbestos Management Plan is followed and that relevant work is appropriately controlled.
- Ensure hazardous materials are appropriately stored and handled.
- Monitor and escalate potential building-related health hazards such as mould, pests, water hygiene issues or other concerns.
- Support accident and incident recording and reporting procedures.

7. Environment and sustainability

- Work with the wider team and Green Team to deliver positive environmental outcomes.

- Support implementation of initiatives aligned with the Theatre Green Book.
- Consider environmental sustainability when procuring products, equipment and services.
- Identify opportunities to improve the efficiency and environmental performance of plant, equipment and operational systems.
- Support the development and implementation of energy and waste management initiatives.
- Monitor relevant energy, waste and environmental data and identify trends or opportunities for improvement.
- Support appropriate energy reduction and sustainability projects, including development of the building management system.

8. Key holding, operational cover and continuity

- Act as an authorised key holder for the theatre.
- Support the safe opening and closing of the building when required.
- Provide occasional operational cover during evenings and weekends, particularly in connection with performances, events, contractors or other operational requirements.
- Provide appropriate operational cover for the Theatre Manager during periods of annual leave or other planned absence.
- Act as a point of contact for routine operational matters during the Theatre Manager's absence.
- Use good judgement to resolve matters within the scope of the role and escalate significant issues appropriately.
- Maintain clear records and handovers to ensure operational continuity.

Organisational commitments

- Carry out other tasks commensurate with the general level of responsibility of the post.
- Work in accordance with The Kenton's Health & Safety, Safeguarding and other organisational policies.
- Deliver a warm welcome and excellent customer service to audiences, visitors, hirers, contractors and colleagues.
- Contribute to activities that support income generation, fundraising and community engagement.
- Contribute to the Kenton's environmental sustainability goals.
- Undertake relevant training and development as required.
- Work collaboratively with colleagues and contribute positively to the culture and development of the organisation.

Person specification

Essential

We are looking for someone who has:

- Excellent organisational, planning and project management skills.
- Experience of developing or improving systems, processes or ways of working.
- Strong IT and digital skills and confidence using Microsoft 365.
- The ability to learn new systems quickly and support others to use them effectively.
- Experience of developing, implementing or reviewing policies and procedures.
- Excellent written and verbal communication skills.
- The ability to communicate change clearly and bring colleagues with them.
- Good judgement, initiative and problem-solving skills.
- The ability to manage competing priorities and work independently.
- Experience of facilities, premises, operations or organisational management.
- Experience of managing contractors, suppliers or external service providers.
- Experience of line management, supervision or supporting colleagues.
- An understanding of health and safety and statutory compliance.
- A practical approach and willingness to get involved where required.
- The ability to work effectively in a small organisation where roles are varied and priorities can change.
- Flexibility to work occasional evenings and weekends.
- The ability to act as an authorised key holder.
- A collaborative and positive approach to working with colleagues.

Desirable

- Experience working in a theatre, arts, heritage, cultural, hospitality or other public-facing organisation.
- Experience of Artifax, Spektrix or similar ticketing, CRM or venue-management systems.
- Experience of improving organisational use of Microsoft 365.
- Experience of developing AI policies or responsible AI practices.
- Experience of staff training and development.
- Experience of working with a listed or historic building.
- Health & Safety qualification such as IOSH or equivalent.
- First Aid qualification.
- Budget management or procurement experience.
- Experience of environmental sustainability initiatives.

Terms & Conditions

Salary: £12,168 pa

Hours: 15 per week

Annual Leave:	28 days per annum including Bank Holidays pro rata (rising by one day per year of service to a maximum of 33 days)
Probation:	Six months
Contract type:	Permanent
Location:	Kenton Theatre, 19 New Street, Henley-on-Thames, RG9 2BS

Application Process

Please email a CV and cover letter to: recruitment@thekenton.org.uk ensuring that **Operations Manager** is included in the subject line. Please ensure you complete our Equal Opportunities form, which is available on our website, and send this together with your application.

Application deadline Friday 30 October at 5pm

For further information please contact Lottie Pheasant, Theatre Manager at lottie.pheasant@thekenton.org.uk