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## VENUE OPERATIONS MANAGER

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Department: Operations

Responsible to: Head of Operations

Responsible for: Visitor Services Assistants & Volunteers

Contract type: Full time, permanent

Salary: £33,000 - £36,650 dependent on experience

Level 4 SMT
Level 3 HODs
Level 2 Managers
Level 1 Team members

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## ABOUT WOOLWICH WORKS

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Woolwich Works is a multi-million-pound cultural hub in the old military buildings of the Royal Arsenal that opened in September 2021. Our spaces include a stunning 1500m<sup>2</sup> former factory performance and events venue, rehearsal and performance studios, event spaces, outdoor courtyard and a beautiful, buzzing café bar. We're home to several world class resident artistic companies, including Carlos Acosta Dance Foundation, Chineke! Orchestra, the National Youth Jazz Orchestra, dance company Luca Silvestrini's Protein, and the Woolwich Contemporary Print Fair.

This job is being advertised by Woolwich Creative District Trust (the 'Trust'), an independent not-for-profit organisation founded to run Woolwich Works. We're here to build an exceptional, professional, inclusive creative community that delivers our mission to offer hope and opportunity by enabling people to realise their creative potential.

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## ABOUT THIS JOB

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The Venue Operations Manager will support the Head of Operations in ensuring the smooth, safe, and efficient running of Woolwich Works. Acting as second-in-command within the operations team, they will take responsibility for duty management, working evenings and weekends to oversee the day-to-day operation of the venue. They will directly manage the Welcome Desk team and volunteers, ensuring exceptional customer service and a welcoming environment for all visitors.

This role will be instrumental in facilitating a diverse range of activities, including performances, rehearsals, workshops, meetings, weddings, parties, and commercial events. The Venue Operations Manager will ensure that all spaces within the venue—including a 1,500m<sup>2</sup> flexible performance and event space, multiple studios, function rooms, public foyers, bars, a café, an outdoor courtyard, and essential backstage areas such as dressing rooms, workshops, and green rooms—are operationally ready, well-maintained, and meet the highest standards of presentation, safety, and accessibility.

### Is this job for you?

We're looking for a proactive, solution-focused professional with experience in duty managing mid- to large-scale venues. You should be comfortable multi-tasking in a fast-paced, multi-event environment, acting as the first point of contact for both permanent and casual staff, as well as volunteers.

You'll have a strong background in venue-based health and safety management, with the ability to oversee multiple concurrent events, ensuring compliance and smooth coordination between visiting productions, private hires, and in-house activities. Managing safety, security, and customer experience in a dynamic, flexible venue should be second nature to you.

This role requires a hands-on approach, with a significant portion of your working week spent on the floor during evenings and weekends. You'll also be comfortable assisting with rota administration when needed, ensuring efficient scheduling across the operations team.

Does this sound like you? If you thrive in a collaborative, high-energy environment and have a passion for delivering outstanding venue operations, we'd love to hear from you!

### How to apply

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Please visit our website <https://www.woolwich.works/jobs-and-opportunities> to complete the online application form no later than 23.59 on Sunday 23 March 2025 (the 'closing date').

Interviews for this role are expected to take place on Friday 4 and Monday 7 April 2025 and will be held in person at Woolwich Works.

If you're unable to complete a written application for any reason please either email us on [jobs@woolwich.works](mailto:jobs@woolwich.works) or call (020) 8035 8835 so that we can discuss alternative arrangements for assessing your suitability for the job. However, you must do so at least one week before the closing date above.

We are receiving an incredibly high number of applications for all our roles. We will provide specific feedback for applications, but please bear with us; we will do this as soon as we can. We will always let you know if you have been unsuccessful, and we aim to stick to the time frame outlined in the job advert.

We're proud of the diversity of our community and aim to build a team that represents it. We therefore particularly welcome applications from people from black, Asian and ethnically diverse backgrounds, and those identifying as D/deaf or disabled.



## RESPONSIBILITIES

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We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

- Oversee the daily running of the venue, ensuring operational readiness for public events, private hires, and productions.
- Act as the primary point of contact for on-site operational issues, escalating complex problems to the Head of Operations as necessary.
- Lead on venue setups, turnarounds, and changeovers, coordinating with the technical and event teams to ensure smooth transitions.
- Maintain a high standard of presentation across all public and backstage areas, ensuring that the venue is always clean, safe, and welcoming.
- Ensure all operations-related software and systems are updated and effectively used by staff.
- Support the coordination of preventative maintenance and emergency repairs to minimize disruptions.
- Oversee the Visitor Services team, ensuring they provide exceptional customer service and adhere to the Woolwich Works Competency Framework.
- Work closely with the Head of Operations to maintain balanced and effective staffing schedules across housekeeping, security, visitor services, and venue management teams.
- Provide hands-on leadership, assisting teams with problem-solving and ensuring all staff members feel empowered to deliver a high-quality visitor experience.
- Actively monitor visitor experience standards, ensuring guests receive a high level of service from arrival to departure.
- Manage and resolve customer complaints promptly and professionally, ensuring positive resolutions that enhance the venue's reputation.
- Lead front-of-house operations during high-profile, high-risk, or high-value events, ensuring smooth delivery and quick issue resolution.
- Champion accessibility in collaboration with the Head of Operations, ensuring facilities and services cater to all guests.
- Support operation aspects of the Volunteer Programme, supporting recruitment, training, scheduling and engagement efforts.
- Work closely with the Visitor & Artist Liaison Manager to ensure volunteers are effectively integrated into venue operations.
- Oversee on-the-ground security operations during events, liaising with external security contractors to ensure safe and effective crowd management.
- Ensure event security teams are briefed and aligned with venue safety procedures and emergency protocols.
- Support the implementation and review of risk assessments, safe systems of work, and emergency evacuation plans.
- Act as a Health & Safety representative, working with the Head of Operations to ensure compliance with venue regulations, licensing conditions, and best practices.



- Monitor and maintain fire safety, access control, and CCTV systems, escalating any technical issues.
- Ensure venue operations comply with licensing regulations, including alcohol sales, health and safety, and fire safety.
- Act as Duty Manager for events when required, ensuring all aspects of the venue operate safely, efficiently, and in line with legal requirements.

### General responsibilities

- To champion and promote the values and behaviours set out in the Woolwich Works Competency Framework, promoting diversity and inclusion and acting as an ambassador for the Trust and the borough.
- To act as a first aider, fire marshal, licence holder and Duty Manager if required by the Head of Operations, Operations Director or Director.
- To accommodate, support and encourage work experience placements, interns and apprentices.
- To work safely and encourage and require others to work safely, in accordance with the Woolwich Works Health and Safety Policy and any other relevant policy or procedure.
- To safeguard the organisation's data, working in line with the Trust's data protection policies and in accordance with the Data Protection Act 2018.
- To be responsible for undertaking training and development as required to meet the needs of the organisation.
- To always act in the best interests of the Trust, and in line with all company policies.
- To undertake any other duty in line with the level of the job as may be required by the Operations Director or Director.

## PERSON SPECIFICATION

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### Essential skills and experience

- Proven experience in venue operations, event management, or hospitality within a cultural, arts, or entertainment venue.
- Strong leadership and people management skills, with experience supervising frontline teams, security, and contractors.
- Experience in scheduling staff, managing rotas, and overseeing shift-based teams.
- Knowledge of health and safety regulations, risk assessments, and emergency procedures.
- Excellent problem-solving abilities and the ability to remain calm under pressure.
- Strong customer service skills, with the ability to handle complaints and manage visitor expectations.

### Desirable skills and experience

- First Aid and Fire Marshal certified (or willingness to obtain).
- Knowledge of building management systems (BMS), CCTV, and security infrastructure.
- Familiarity with accessibility best practices and initiatives in public venues.
- Experience working with venue management and scheduling software (Artifax, Spektrix, Staff Savvy).
- Personal Licence Holder (or willingness to obtain).



## CONDITIONS

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- Hours:** 40 hours per week, scheduled on a flexible rota over five of seven days. This role will include evening, weekend and bank holiday working for which no additional payment will be offered. You'll be expected to work operationally for major events.
- Location:** You'll be based in Woolwich, south-east London. The exact location will be subject to change during your employment. We may require you to work elsewhere or travel within the UK as part of your job.
- Holiday:** Based on a full-time contract (40 hours over five days per week), you will have 25 days' holiday per calendar year plus public holidays (or days off in lieu of public holidays as business needs require).
- Probationary period:** Six months
- References and right to work:** Any offer of employment will be subject to the receipt of two satisfactory, written references, one of which must be from your most recent employer or professional contact. You must have the legal right to work in the UK.
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Founder:

