



Role Profile

THEATRE MANAGER, ADAM SMITH THEATRE

Reference No.	AT014	Type	Individual
Service	Fife Cultural Trust		
Job Family		Grade	FC07

Purpose

To support the Operations Team by delivering a high-quality customer service experience for visitors to Fife Cultural Trust's six visitor attraction venues. To ensure the management and development of the facility, be responsible for the day to day management of customer service and operational staff teams with specific responsibility for ensuring consistent, high quality customer facing and support services. In addition, fulfil the primary customer facing role when required by the programme of events delivered at the facility.

As a Theatre Manager you will have the responsibility for the operational running of all aspects of the theatre.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Providing a consistently high level of customer service is provided at all times to all stakeholders.	Significant experience of managing all aspects of the theatre environment inclusive of a theatre team Significant customer-focused experience	✓ ✓	

E = Essential Criteria D = Desirable Criteria

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	Sound financial acumen and business experience inclusive of budget management Employee recruitment, development and training Experience of performance management and disciplinary policies and procedures	✓ ✓ ✓	
Ensuring the application of approved systems and robust procedures and training are in place to ensure the delivery of high-quality customer facing services across all areas of operation;	Experience of implementing quality improvement and customer service initiatives Significant experience of working within a charity/not for profit organisation		✓ ✓
Responsible for the day to day management of operational and casual staff within the facility ensuring that appropriate systems, procedures and protocols are in operation and adhered to;	Degree or equivalent (SVQ 4 or HND) in relevant discipline. IOSH Managing Safety Certification	✓	✓
Responsible for the planning, scheduling, budgetary control and provision of facility staffing and operational resources and the efficient communication between all functions to meet the specification requirements and successful delivery of facility operations and customer services;	Event management skills Team leadership and motivational skills Ability to work flexibly and prioritise own and others' workloads. Project management skills Understanding of the Performing Arts	✓ ✓ ✓	✓ ✓

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Ensuring the Trust's approved clerical, administration, monitoring and management systems are in place and adhered to within the facility			
Being the premises alcohol licence holder for the venue	Personal alcohol licence holder		✓
Responsible for liaison and communication with contractors and suppliers engaged to provide services, specialist equipment and other support services to meet the requirements and specifications of activities held within the facility;	Ability to think creatively and provide creative solutions Excellent organisational skills Excellent liaison and partnership skills Confident and outgoing Approachable Ability to promote ethos of customer care, respect and inclusion Must possess excellent communication skills, both verbal and written and ability to network with people	✓ ✓ ✓ ✓ ✓ ✓	
Responsible for operational issues relating to building maintenance, security and cleaning, etc. are delivered to a high standard;			
Ensuring that all facility activities are in full compliance with FCT's established regulatory, legislative and other guidelines;			
Responsible for ensuring that FCT Risk Assessments are carried out when required, are communicated and fully implemented;	Experience of dealing with health and safety issues in the workplace	✓	
Ensuring that required operational safety logs and operational registers are maintained and kept up to date;			

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Contributing to the development and maintenance of agreed technical and professional standards, systems and procedures for safe, efficient and effective operations within the facility;			
Contributing to the wider organisational development of FCT and support the development of cross-Trust collaboration and coordination of service delivery;			
Contributing to, and deliver against, FCT's strategic objectives and associated strategies, e.g. business plan, financial plan, customer services plan, communications plan;			
Adhering to, and cooperating in the implementation of, FCT's corporate policies and procedures e.g. Code of Conduct, Scheme of Delegation, financial policy, health and safety policy, etc.;			
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Additional tasks or responsibilities – this is a generic role, however, this particular job may also require you to undertake the following:			
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Job Title (Specialists Tasks)			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results