



**Job Title:** Operations Manager  
**Reports to:** Chief Executive  
**Supervises:** Stage Assistants and Production Contractors

**Minimum Hours of Work:** 1 FTE

- 16 administrative hours weekly during CSO daytime office hours
- Remaining hours as required for orchestral rehearsals, concerts and other CSO events. These typically occur in the evening

#### **Position Summary:**

The Operations Manager is responsible for ensuring that the scheduling and production of all orchestra events (concerts, rehearsals, tours, run-outs, and special events) run smoothly, effectively and in a financially responsible manner.

The role is full time and requires an ability to work in the evenings and weekends.

#### **Professional Requirements:**

Proven experience of working with a professional orchestra or equivalent performing arts organisation and knowledge of theatre and concert hall production techniques in sound and lighting.

An ability to foresee problems and suggest solutions in a busy and sometimes challenging performing environment.

Must be able to handle organisational and communication aspects of the position in a positive, professional and timely manner and be able to demonstrate an ability to work with others as part of a team.

Familiarity with current Health and Safety Legislation is an advantage.

## Duties:

### Rehearsal Management

- Keep accurate time sheets for the players and note player absence
- Follow up any player absent without notice from rehearsal at earliest possible opportunity
- Notify Artistic Assistant in the case of absence through illness or other reason
- Oversee break timings and prompt start and finish times
- Liaise with conductor, soloists and Principals regarding orchestra layout
- Be proactive in identifying and addressing issues that may occur during rehearsals
- Remain present at all times during rehearsal period and concerts

### Logistics for Rehearsals and Concerts

- Set up rehearsal space and stage for rehearsal and performance
- Ensure all equipment required by orchestra including sound shields and instrument stands are in place prior to commencement of rehearsal and concerts
- Oversee all transport logistics between rehearsal and performance venues
- Oversee all instrument loan and hire
- Co-ordinate concert set up/pack out in venue
- Liaise with Marketing Manager over Front of House requirements in concert venues
- Ensure CSO ushers and concert volunteers are briefed on appropriate Health and Safety practices in CSO operated concert venues including audience evacuation procedures
- Undertake stage management duties for CSO concerts including directing stage hands and ensuring orchestra, conductor, concertmaster and soloists are called and on stage in a timely fashion

### Production design

- Liaise with Artistic staff to identify required production elements
- Ensure appropriate production elements are in place for performances
- Engage and co-ordinate production contractors as required

## Suppliers

- To contract and oversee suppliers as required, ensuring standard of work and goods meets the quality expected by CSO
- To seek and negotiate competitive rates for contracted suppliers
- Call and co-ordinate stage hands as required

## Budget management

- To manage the overall production expenditure budgets within the guidelines and levels agreed with the Chief Executive

## Building management (Klondyke)

- To notify landlord of any repairs and maintenance required
- To ensure Klondyke is a safe and fit for purpose facility for CSO staff and musicians
- Ensure appropriate security measures are in place including liaising with alarm monitoring company and maintaining facility key register
- Oversee maintenance of pianos

## Venue management

- Manage all venue bookings
- Liaise between venue and CSO staff
- Oversee and ensure contracts are negotiated and signed within a timely fashion
- Ensure CSO musicians, staff and contractors are provided with a safe and secure working environment in all off site venues
- Co-ordinate bookings with external users for Klondyke

## Insurance

- Liaise with Finance Manager to ensure all insurances are up to date with sufficient cover in place
- Ensure instrument and asset register is maintained and up to date

## IT

- Liaise with external IT providers and support contractors
- Co-ordinate and monitor provision of telecommunication services

## Health and Safety

- Monitor and maintain an up to date Health and Safety policy, including risk and incident registers, ensuring CSO staff and players are informed of current policies
- Monitor office, rehearsal and performance spaces ensuring risks are identified and all practical steps taken to reduce, control or eliminate are taken.