

Deputy General Manager (Operations)



CPT brings together artists and everyone else to connect, imagine, be heard, and be entertained. It makes space for the theatre – and the theatre-makers – of tomorrow, it celebrates community, and it strives to create a more equitable and caring world through extraordinary performance made by and for a wide range of people.

We are recruiting for a proactive and enthusiastic Deputy General Manager (Operations) to join the team. The DGM operates at the heart of the business, at the intersection of our audiences, artists, and staff. We're looking for a highly driven self-starter who works well as part of a committed & collaborative team and who has the organisational ability to support and sustain the work of the 200 artists coming through our doors each year.

You will be responsible for year-round programme delivery, leading our commercial hires strategy and managing operations across the building. You will work closely with the senior management team to deliver CPT's mission to support early-career artists making adventurous, unconventional theatre.

You do not need to have done this job before - this role would suit applicants from a variety of backgrounds, including but not limited to: visitor services, operations, producing, arts administration, production.

Responsible to: General Manager (GM)
Responsible for: Technical Manager, FOH Manager & Student placements
Key Relationships: Artistic Director, Executive Director, Marketing Manager, Community Engagement Manager

Job description

Management:

- Line managing Technical Manager and FOH Manager and overseeing the responsibility of their teams
- Setting workflows to achieve the targets set for each manager
- Deputise for the General Manager as appropriate
- Ensuring all public facing staff are trained and well-informed of operational details, including health and safety, programme and policies
- Lead on recruitment, onboarding and training for FOH and Technical roles
- Act as an out-of-hours contact for the team, supported by the FOH Manager
- Act as the main point of contact for staff, artists, freelancers, and audience members during office hours, conducting building inductions for arriving companies and ensuring visiting companies fulfil their contractual obligations.
- Ensure excellent levels of communication between artists and CPT, from sharing the code of conduct and booking spaces, through to contracting and supporting evaluation.

Operations:

- Responsible for opening and closing the building during office hours (9.45am – 5.45pm, Mon-Fri).

- Lead on the facilities management. Implementing CPT's policies including Health & Safety, Gender, and Diversity, overseeing repairs or inspections
- Responsible for regular Health & Safety checks and maintenance (testing the fire alarm call point, fire alarm control box, building walkarounds, legionella tests, emergency lights test, first aid box stocks).
- Responsible for the overall cleanliness and suitability of the public spaces for staff, artists, and audiences.
- Conduct regular reviews of the venue risk assessment with support from the Technical Manager.
- Ensure visiting companies complete and submit event-specific risk assessments, with support from the Technical Manager
- Manage the calendar booking system (Google Calendar)
- Ensuring the IT infrastructure and phone system are in good working order, and support the team with IT troubleshooting
- Overseeing contracts including maintenance, cleaning, and utilities
- Responsible for the smooth running of the theatre bar, ensuring its stocked appropriately and targets are met, and supplier relationships are maintained
- Ensure all cash and equipment is kept safely whilst on the premises
- Abide by and enforce appropriate licensing regulations
- Manage CPT's petty cash processes

Hires:

- Design and deliver CPT's hires strategy
- Ensure maximum usage of all spaces in CPT including, Theatre, rehearsal room and foyer
- Contract all hires clients
- Administrate hires, including building shows on the Website and Spektrix, be the main point of contact for hires, pass on information to the Technical Manager and Front of House Manager, complete settlements
- Manage the relationship with existing hires clients
- Proactively seek new hires clients
- Manage the delivery of Camden Fringe at CPT, programming events and project managing all aspects of the festival

Administration

- Ensuring the artists@ and hires@ inboxes are monitored and responded to in good time
- Overseeing the FOH@ and tech@ inboxes are monitored and responded to in good time
- Answering the phone
- Answering the front door to day-to-day enquires
- Maintaining the relationship with the tenants in the building and external tenancy organisation
- Maintaining the relationship with Camden Council
- Sharing information across departments
- Support the Artistic Director in the scheduling of festivals and artistic programme, with calendars, availability checks and confirmation of deal memos
- Administrate season setup and callouts alongside the General Manager & Marketing Manager

- Administrate the in-kind support calendar and requests with the Artists Director
- Think creatively to design and implement improvements to the building by regularly reviewing audience and artist survey responses
- Create and send all settlements, including contra charges
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This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required. All CPT staff are expected to work collaboratively to undertake any other reasonable tasks for the benefit of the company.

Essential skills, qualities and experience:

- An understanding and appreciation of CPT's work
- Strong numeracy and administration skills
- Excellent planning and organisational skills with a meticulous attention to detail
- Entrepreneurial approach to generating commercial income
- Takes a pragmatic approach in moments of pressure
- The ability to self-motivate and prioritise within a complex workload
- Ability to communicate (written & verbal) with a variety of stakeholders, partners and artists & tailor communication style to different audiences
- A proactive attitude to promoting diversity and inclusion across the sector
- Experience of working in a values-led organisation in collaborative team environment
- Good working knowledge of Microsoft Office, particularly Excel
- Experience of managing and motivating staff

Desirable skills and experience

- Experience of using Zettle, Spektrix, Google Drive & Eventotron
- Experience of training staff
- Experience of delivering and developing Health & Safety procedures
- Interest in programming and scheduling performances
- Experience of working within an operations capacity in another organisation
- First aid trained
- Fire marshal trained
- Knowledge of licensing

The Offer:

Contract: Full time position, 12 months fixed term contract

Hours: 9.45am-5.45pm Monday-Friday. Evening and weekend work will be required. CPT operates a Time Off In Lieu (TOIL) system.

Base: Camden People's Theatre, 58-60 Hampstead Road, London, NW1 2PY.

Salary: £27,000-£30,000 (dependent on experience)

Holiday: 25 days a year plus bank holidays