



JOB DESCRIPTION

Director of Operations

JOB SUMMARY:

Sitting as part of the NTW Strategic Leadership Team, the Director of Operations will work closely with the Artistic Director/Chief Executive, Executive Producer and Director of Audiences bringing unified leadership and direction in the delivery of the Company's strategic vision.

Leading on the Company's business planning processes, this role will bring a strategic people and process centred approach to the heart of organisational thinking through the design and implementation of a comprehensive structure of systems to underpin all NTW activity. The role will oversee the development and management of a strong internal culture delivered through HR, staff development and wellbeing; operate as Company Secretary to the Board, holding responsibility for governance, operational compliance and contracts. This post-holder will also hold strategic responsibility for fundraising delivered in close partnership with the Director of Audiences, Artistic Director/Chief Executive and Head of Development.

RESPONSIBLE TO:

Artistic Director/ Chief Executive

LINE MANAGEMENT RESPONSIBILITIES:

Head of Development
Company Co-Ordinator

SALARY:

£50,000

LOCATION:

Cardiff (the team are currently working remotely due to Coronavirus)

WORKING FOR NTW:

Every member of staff at NTW has a significant role to play in achieving the Company's goals. We are all advocates for the Company's work and ethos and Company Members are encouraged to go and see work, develop networks and connections, introduce new artists and community members to NTW and help develop ideas for the future. Attendance at Company meetings and Ideas meetings, and active involvement with NTW TEAM (our programme involving a wide range of communities in everything we do) is an important and valued part of everyone's job. Beyond the specific tasks of each job description, these Company-wide activities are a key part of each staff member's contribution and achievement.

KEY RESPONSIBILITIES OF THE ROLE

As a member of the NTW STRATEGIC LEADERSHIP TEAM you will:

- Lead and model a strong and unified organisational culture built on foundational principles of empathy, diversity, inclusivity and sustainability
- Contribute to the development and implementation of the organisational strategic plan, working closely together to ensure a fully integrated approach that places artists, audiences and communities at the heart of NTW
- Work in close partnership to lead, manage and inspire a cohesive, committed Company of staff - providing a clear sense of direction is consistently communicated and delivered via a robust set of systems and strategy
- Use innovation and creativity to inspire change and a drive for equality; both internally and externally across the arts and cultural sector, Welsh society and beyond - promoting theatre as an active force for change in a rapidly changing world

BUSINESS PLANNING:

- To manage the process of development and implementation of NTW's Strategic Plan and Business Plan, with a particular focus on organisational development; facilitating contributions from internal and external stakeholders

- Work closely with the wider team on implementing and reporting on the Company's Equality and Diversity Action Plan
- Effective management of the company Risk Register, ensuring the risks are regularly reviewed, updated and reported as required
- Working with the Strategic Leadership Team, contribute to company budget setting

GOVERNANCE - SYSTEMS & PROCESSES:

- Act as Company Secretary to the Company
- Regularly review, develop and implement effective governance systems and process, starting at Board level and becoming embedded in best practice across the wider company
- Development, and ongoing review and delivery of the company Schedule of Matters
- To develop and implement effective company-wide administrative systems which provide flexible support to NTW's core business and management functions, both at its office base and in temporary locations across the country
- To provide an organisational overview in terms of staff responsibilities and company procedures, to facilitate team / cross-departmental working and to develop, with the Strategic Leadership Team, sound planning and evaluation procedures for all company activity

HR, DEVELOPMENT & WELLBEING:

- Overall responsibility for the company HR function, leading the development of HR strategy and Company policies and procedures, including wellbeing; overseeing their implementation and engaging with the wider theatre/arts community to explore opportunities for practitioner development
- To ensure that the company's HR policies and procedures comply with current legislation, follow best practice, are aligned to company values, are regularly reviewed and that they are widely communicated and understood amongst staff, freelancers and, as appropriate, Trustees
- To oversee all recruitment activities (including those of trustees), ensuring that policies and procedures promote equality of opportunity, that appropriate contracts are issued to all staff and that all new staff receive suitable induction

- To ensure the organisation has an effective performance management culture alongside appropriate policies and procedures to support and manage high performing teams
- To ensure that all line managers understand their management responsibilities and are offered appropriate support and/or training to enable them to carry out their duties effectively
- To ensure that mechanisms are in place for the health, safety and well-being of staff, including the induction of staff, volunteers and trustees; compliant with H&S legislation
- To take an overview of staff development and training needs, including strategies for the training and development of free-lancers and core TEAM members
- To ensure HR records are maintained in accordance with the provisions of GDPR

FUNDRAISING:

- Alongside the Director of Audiences, hold shared strategic responsibility for organisational fundraising, taking a collaborative overview of the development and implementation of a fundraising strategy built around core organisational brand values, ensuring a focus on maximising earned income is underpinned by an audience focused approach.
- Manage and support the Head of Development, developing an overview of fundraising and business development opportunities, implementing initiatives which maximise income from a range of sources while building a proactive culture of fundraising across the organisation.
- Providing leadership and support to the Development Team in researching and making funding applications to trusts and foundations and building relationships with individual and corporate donors.
- Ensuring the Development Team monitors and reports on the use of fundraising as required in line with funding requirements.

CONTRACTS & COMPLIANCE:

- To negotiate hire/lease or purchase of premises, the terms of service agreements (utilities etc), with reference to value for money, effective delivery and environmental issues and to ensure that the company's premises are appropriately maintained and serviced and compliant with H&S requirements

- Procurement and management of the company IT provider, having consideration of value for money and effective service provision
- Procurement and management of other contracts for services, as required e.g. HR Consultant, Training and Development providers

TERMS & CONDITIONS

We encourage applications from all parts of the community and in particular those which are currently under-represented at NTW, including people of colour and disabled people.

HOURS:

35 hours per week (plus a compulsory break for one hour, taking the working week to 40 hours)

HOLIDAYS:

25 days per year (excluding statutory Bank Holidays).

TERM:

After a satisfactory six-month probationary period, this is a permanent position.

LOCATION:

There is an expectation the post-holder will live in Wales and be able to make themselves available to work from Cardiff for a majority of the working week

NOTICE:

You will be required to give the Company not less than three months written notice of resignation from employment.

The Company will be required to give you written notice as follows (except in cases of Gross Misconduct or Negligence):

- First 4 years of service - Not less than 4 weeks' notice;
- 5 years to 12 years - Not less than one week's notice for each year of continuous employment up to a maximum of 12 weeks after 12 years' service.
- After 12 years of continuous employment not less than 12 weeks' notice.

PENSION:

The Company offers a stakeholder pension scheme with Royal London, where contributions are deducted from salary. Subject to meeting the eligibility criteria you will be automatically joined to this scheme, following a 12-week postponement period, after which employer contributions are backdated to your start date. (You do have the option of requesting to opt in beforehand; or, if you do not wish to be a member of the scheme, of subsequently serving an opt out notice within six weeks of joining, In the event of exercising the opt out your contributions will be returned to you). At present there is a 5% contribution from the Employer into this scheme, which is backdated to the start of your employment. The employee contribution is currently at a minimum of 3%, in order to accord with the Government's pension auto enrolment requirements, as they presently stand.

PERSON SPECIFICATION

	Essential	Desirable
Experience	<ul style="list-style-type: none">• Previous role leading a team with responsibilities for business processes and systems• Development of strategic planning, systems and processes• Management of HR, organisational development and Well-being on strategic and operational levels• Demonstrable line management experience including the ability to effectively support the continuing	<ul style="list-style-type: none">• Management of Fundraising• Development of governance systems and processes• Previously held a Company secretary role• Working with Board/ Committee's• Up to date knowledge of GDPR (data protection), in particular employment data

	professional development of team members	
Skills	<ul style="list-style-type: none"> • An inspiring leadership style that combines creativity with a pragmatic and rigorous approach to management • Excellent organisational and administrative abilities in developing and implementing effective systems and processes • Excellent communication and interpersonal skills, with a high degree of emotional intelligence 	<ul style="list-style-type: none"> • Able to communicate through the Welsh Language, verbally and in writing
Personal Qualities	<ul style="list-style-type: none"> • Excellent interpersonal skills with the ability to develop strong and successful working relationships at all levels • Strong knowledge of and commitment to increasing equality, diversity and 	<ul style="list-style-type: none"> • Demonstrable passion for Theatre, Creativity and the Arts as a tool for Social Change • Understanding of the arts sector in Wales and across the UK

	inclusion within the arts	
Qualifications	<ul style="list-style-type: none"> • Degree educated OR mix of relevant qualifications and experience 	<ul style="list-style-type: none"> • Business Process/ Governance and or HR qualification

NTW will consider investing in an individual with the ability to demonstrate significant development potential in this role, who may not be able to demonstrate all of the essential criteria