

Job Title	Short Course Operations Officer
Reports To	Head of Commercial and International
Responsible For	Operational coordination of visiting tutors and freelance practitioners (no line management responsibility)
Department	Commercial and International
Location	The majority of the Theatre School's activities are based at the School's Downside Road, Clifton site, with input at other relevant locations as required.
Hours	Part-time: 12.5 hours per week, worked flexibly across the year by agreement with the Head of Commercial & International. The successful candidate will ideally spread these hours across two to four days per week. Occasional evening and weekend working will be required.
Term	12 month fixed part time, with hope to extend.
Salary	£30,000–£32,500 Full Time Equivalent This post is 12.5 hours per week, equating to a starting salary of £9,375–£10,156 per annum, depending on experience.
Benefits	• Flexible working hours, according to business needs. • Complimentary tickets to Theatre School productions. • Invitation to annual screening of students' film work. • Join alumni masterclasses arranged for current students. • Parking space on a first-come-first-served basis. • Bring your (well-behaved) dog to work. • Employee Assistance Programme available to all staff. • Staff-led groups. • Supportive and friendly environment.
Pension	4% employer and employee contribution after 3 months' service into workplace pension administered by the People's Pension.
Holidays	25 days per holiday year plus bank holidays (subject to pro-rata for part time roles)

Notice Period	Three months, after successful completion of probationary period
Probation	Three months
Purpose of the Role	The Short Course Operations Officer provides operational coordination and administrative support across Bristol Old Vic Theatre School's short course programme, helping ensure courses are well organised, compliant and provide an outstanding experience for learners, parents, tutors and visiting professionals. Working closely with the Head of Commercial & International and the Youth & Widening Participation Manager, the postholder acts as a central operational coordinator, ensuring information is communicated accurately and efficiently between departments, tutors and learners. The role helps ensure colleagues across the organisation have the information, resources and operational support they need to deliver high-quality courses. The postholder contributes to the smooth delivery of youth, adult and professional programmes through excellent organisation, proactive communication, high-quality customer service and meticulous attention to detail. They will identify opportunities to improve operational processes and contribute ideas that enhance the learner experience and support the continued development of the Theatre School's commercial and educational programmes.
Duties & Responsibilities	1. Operational Coordination • Act as a central operational point of contact for Bristol Old Vic Theatre School's short course programme. • Coordinate the flow of operational information between Commercial & International, Marketing, Admissions, Human Resources, Finance, Facilities, Reception, visiting tutors and other internal departments. • Ensure colleagues have accurate and timely information to support the successful planning and delivery of courses. • Coordinate key operational timelines and communicate actions, deadlines and updates to relevant stakeholders. • Maintain shared operational calendars, planning documents, templates and administrative systems. • Monitor progress against agreed operational timelines and follow up outstanding actions. • Escalate operational issues or risks that may impact course delivery to the appropriate manager. 2. Course Operations • Support the operational delivery of Bristol Old Vic Theatre School's short course programme through effective coordination and administration. • Maintain annual, termly and course schedules.

- Coordinate teaching spaces, room bookings, equipment and learning resources.
- Prepare learner registers, course documentation and operational paperwork.
- Ensure learner records, consent forms and course information are complete and accurate before delivery.
- Contribute to the smooth running of courses by responding promptly to operational queries and coordinating solutions with colleagues.
- Coordinate logistics across multiple programmes running simultaneously.
- Maintain operational procedures and checklists to support consistent delivery.

3. Tutor Coordination

- Coordinate the recruitment administration, contracting and onboarding of freelance tutors and visiting practitioners.
- Liaise with Human Resources to ensure contracts, Right to Work documentation and employment records are completed.
- Monitor completion of DBS checks, safeguarding training and other compliance requirements.
- Coordinate tutor timetables, teaching allocations and operational information.
- Prepare and coordinate tutor briefings and operational communications.
- Act as the first point of contact for tutors regarding routine operational enquiries.
- Escalate safeguarding concerns, operational issues or performance concerns to the Head of Commercial & International or Youth & Widening Participation Manager as appropriate.

4. Learner & Customer Experience

- Act as a central operational point of contact for learner, parent and participant enquiries throughout the learner journey.
- Work collaboratively with Admissions to ensure prospective and current learners receive accurate, timely and consistent information.
- Respond professionally to routine enquiries, escalating complex matters where appropriate.
- Coordinate learner information relating to accessibility requirements and reasonable adjustments.
- Support the delivery of an inclusive, welcoming and professional learning environment.
- Coordinate the administration of feedback in accordance with Theatre School procedures.
- Maintain professional boundaries and confidentiality at all times.

5. Administration, Compliance & Safeguarding

- Maintain accurate learner, tutor and course records.

- Coordinate operational documentation including consent forms, risk assessments, emergency contact information and course records.
- Maintain shared operational documentation and filing systems.
- Support compliance with safeguarding, health and safety, GDPR and equality policies.
- Maintain safeguarding records in accordance with Theatre School procedures.
- Recognise, record and report safeguarding concerns promptly in line with Theatre School procedures.
- Ensure operational records are retained and managed appropriately.

6. Finance & Reporting

- Maintain accurate records of tutor hours and operational expenditure.
- Process purchase requests and routine financial administration.
- Monitor expenditure against agreed course budgets and highlight any variances to the appropriate manager.
- Produce operational reports following course delivery, including:
 - learner participation data
 - attendance
 - learner feedback
 - operational issues
 - recommendations for operational improvements
- Support the Head of Commercial & International with operational reporting and budget monitoring.

7. Marketing, Admissions & Systems

- Maintain accurate course information for publication across marketing, admissions and digital platforms.
- Work collaboratively with Marketing and Admissions to ensure timely and accurate communication with prospective and current learners.
- Support learner recruitment by providing operational information where required.
- Maintain learner records and operational information within relevant systems.
- Support the development and maintenance of operational templates, forms and customer communications.
- Gather learner and tutor feedback to inform future planning and service improvements.
- Contribute ideas to improve operational processes, learner experience and administrative efficiency.

General Responsibilities

- Work collaboratively with colleagues across Bristol Old Vic Theatre School to support the successful delivery of the short course programme.
- Build positive and professional relationships with internal departments,

	freelance practitioners, learners, parents and external stakeholders. ● Prioritise workload effectively, recognising when to escalate competing priorities or operational risks. ● Demonstrate a proactive, solution-focused approach to operational challenges. ● Undertake other duties appropriate to the grade of the post as reasonably requested by the Head of Commercial & International. Safeguarding & Compliance The postholder will be expected to: ● Complete safeguarding training appropriate to the role. ● Hold, or be willing to obtain, an Enhanced DBS Check. ● Recognise, record and report safeguarding concerns in accordance with Theatre School procedures. ● Maintain appropriate professional boundaries with children, young people and vulnerable adults. ● Support the implementation of safeguarding, health and safety, GDPR and equality policies across all short course activity. The Head of Commercial & International retains overall responsibility for safeguarding leadership and Designated Safeguarding Lead responsibilities within the department.
Person specification	Essential ● Experience coordinating education, training, arts, events or customer-facing programmes. ● Knowledge of GDPR within an educational environment. ● Excellent organisational and administrative skills with the ability to manage multiple priorities and competing deadlines. ● Experience coordinating complex operational activity involving multiple stakeholders. ● Excellent written and verbal communication skills. ● Outstanding customer service skills with the confidence to communicate professionally with learners, parents, tutors and colleagues. ● Excellent stakeholder management skills with the ability to build positive working relationships across multiple departments. ● Experience working with children, young people and/or adults within an education, training, arts or customer service environment. ● Understanding of safeguarding principles and the ability to follow safeguarding procedures appropriately. ● Experience maintaining accurate records and managing confidential information. ● Strong digital skills, including Microsoft Office and cloud-based systems. ● Excellent attention to detail and the ability to work accurately under

	pressure. • Ability to work independently while recognising when to escalate issues appropriately. • A proactive, collaborative and solution-focused approach to work. • Commitment to equity, diversity, inclusion and learner wellbeing. Desirable • Experience working within a drama school, conservatoire, theatre, education or performing arts organisation. • Financial administration experience, including processing expenditure and maintaining accurate financial records. • Experience using CRM, booking or student management systems. • Experience coordinating freelance practitioners or visiting professionals. • Existing safeguarding and/or First Aid qualifications. • Experience supporting educational events, performances or public programmes.
Additional Information	This job description reflects the current requirements of the role. Responsibilities will vary throughout the academic year, with periods of increased activity during course recruitment, programme launches and course delivery. The postholder will work as part of a collaborative operational team and will be supported by the Head of Commercial & International and the Youth & Widening Participation Manager. Responsibilities may evolve to meet changing organisational needs, and any significant changes will be made in consultation with the postholder.
Equal Opportunities	Bristol Old Vic Theatre School's approach to Recruitment and Selection We aim at all times to recruit the person who is most suited to the job. Recruitment will be on the basis of the applicant's abilities and individual merits, measured against the job criteria and competencies. Equality & Diversity The Theatre School recognises the positive value of diversity, promoting equality and challenging unfair discrimination. We welcome applications from those currently underrepresented in our own workforce and across the wider arts and training sectors: these include, but are not limited to, people who are culturally and ethnically diverse and experience racism in our society, those with LGBTQ+ identities, neurodivergent and/or D/deaf and disabled, those with caring responsibilities and those who have experienced socio and economic barriers. We will not discriminate or tolerate discriminatory behaviour on the grounds of age, disability, educational background, gender, employment status, ethnic origin, marital/partnership or family status, race, religion or belief, sex, sexual orientation,

social class, transgender, working pattern or any other irrelevant factor in any aspect of employment.

We are committed to employing disabled people, and reasonable adjustments will be made to the recruitment procedure to ensure that no-one is disadvantaged because of their disability. If a disabled person is appointed, reasonable adjustments will be made to the workplace as far as possible, including premises & equipment, duties, practices or policies.

Selection & Assessment

We use a range of methods at the interview stage to assess candidates against objective job criteria contained in the job description and employee competencies applicable to the role. The purpose is to accurately predict a candidate's ability to perform the job in question. All interviews will be undertaken by a panel of two or more people, and we will endeavour for the panel to be representative of society.

Selection panels will keep written notes on each applicant recording reasons for decisions taken. These are disclosable to the applicant. All disabled applicants (as defined by the Equality Act 2010) who meet the essential criteria as defined in the job description will guarantee an interview.

We are committed to improving the diversity of our workforce. Where two candidates are equally scored following interview or assessment, positive action will be taken and we may appoint a candidate with a protected characteristic which is underrepresented within the Theatre School.