



Key Details	Information
Job Title	Operations Manager (Short courses and events)
Reports To	Head of Dept. (Marketing, Admissions, Development and Commercial)
Line Management For	Adult Short course tutors (Actors Lab, Actors Dev etc)
Department	Commercial / Marketing / Development / Admissions
Location	Downside Road site, with input at other relevant locations. Hybrid working by agreement, ensuring business and operational needs are met.
Hours	0.5 FTE (20 hours). Occasional evening and weekend working will be required to cover courses and events.
Contract Type	Fixed-Term Contract until July 2027 (<i>with the option to extend</i>)
Salary	£16,000 – £18,000 Pro-rata based on full-time band of £32,000 – £36,000 FTE
Benefits	• Flexible working hours according to operational needs • Complimentary tickets to Theatre School productions • Employee Assistance Programme (EAP) • Parking space on a first-come, first-served basis; • Bring your (well-behaved) dog to work • Supportive and friendly environment.
Pension	4% employer and employee contribution into workplace pension.

Holidays	Pro-rata of 25 days per holiday year plus bank holidays, plus TOIL for event coverage.
Notice Period	One month (or as appropriate following probation).
Probationary Period	Three months.
Contract	This is initially a fixed-term position until the end of July 2027 (with the possibility to extend subject to board approval.)

Purpose of the Role

This is a pivotal hybrid post responsible for ensuring the highest standards of child protection and safeguarding for under-18 participants, alongside delivering high-quality event planning and execution for key organisational activities and short courses.

The role combines the critical oversight of safeguarding compliance and youth safety for all our under-18 participants, along with operational management of adult short courses and events including, but not limited to, student recruitment, fundraising events, and School production 'guest nights'. With a third strand being to support the Short courses team in the successful planning, staffing and delivery of our non-degree portfolio of courses.

Duties and Responsibilities

1. Designated Safeguarding Lead (DSL) – Under 18s

- **Safeguarding Leadership:** Act as the School's primary Designated Safeguarding Lead for all under-18 participants engaging in School courses, youth programmes, workshops, and activities.
- **Policy & Procedure Management:** Maintain, review, and ensure full compliance with all youth-related safeguarding policies, procedures, and statutory guidelines.
- **Incident Management & Escalation:** Respond to and handle all youth safeguarding concerns, disclosures, and incidents in a professional, empathetic, confidential, and timely manner.
- **Deputy Support & Coordination:** Provide guidance, support, and oversight to the Deputy Safeguarding Lead, ensuring consistent recording, reporting, and operational practice across the team.
- **Record Keeping & Compliance:** Maintain accurate, confidential, and secure safeguarding records in accordance with GDPR and child protection regulations.
- **Training & Awareness:** Promote a robust safeguarding culture across the organisation, advising staff on best practices for working with under-18s.

2. Short Courses Operations

- **Planning:** Work with the Head of Dept., Admissions Manager, Youth and Participation Manager, and Short Courses Operations Officer to successfully plan the calendar of short courses we offer.
- **Staffing:** Work with the wider team to ensure the HR processes are followed and all

Short Course delivery staff are contracted and prepared for the work in a timely and appropriate manner.

- **Delivery:** Support the wider team and Short Course delivery staff to ensure that all participants receive the high-quality training they're expecting and that all leave feeling satisfied with the time they spend with BOVTS.
- **Review:** Coordinate regular feedback reviews, surveys and round table discussions with Short course delivery staff and participants, to help improve our service and shape our future plans.

3. Event Management

- **Delivery Oversight:** Take end-to-end planning and execution responsibility for key School events, including marketing events, student recruitment open days, fundraising campaigns, and School production 'guest nights'.
- **Logistics & Coordination:** Oversee event logistics, scheduling, guest management, catering, venue setup, and staffing requirements to ensure smooth operational delivery.
- **Stakeholder Engagement:** Collaborate closely with internal departments (Marketing, Admissions, Development, Production) and external partners/guests to deliver high-quality event experiences.
- **Risk Assessment & Safety:** Ensure all events adhere to strict health and safety standards, risk assessments, and venue safety protocols.
- **Budget Tracking:** Monitor individual event expenses to operate within agreed budgets.

4. General & Organisational Responsibilities

- Perform other responsibilities commensurate with the role as required.
- Demonstrate a flexible, supportive approach to changing organisational priorities and event schedules.
- All appointments are subject to a satisfactory Enhanced DBS clearance.

Person Specification

Essential Skills & Experience

- **Safeguarding Expertise:** Experience acting as a Designated Safeguarding Lead (DSL) or Deputy DSL, with robust knowledge of child protection legislation and safeguarding practices for under-18s. (Or the willingness to complete relevant and regular training in this area of work with urgency.)
- **Event Management:** Demonstrated experience in planning, coordinating, and managing multi-stakeholder events from inception to completion.
- **Policy Compliance:** A proven track record of following organisational policies and procedures carefully and meticulously.
- **HR knowledge:** Strong working knowledge of HR contracting and processes, including the right to work and DBS requirements for employment in the UK.
- **Team Working & Collaboration:** Excellent interpersonal skills with experience working collaboratively within close-knit, cross-functional teams.
- **Organisational Skills:** Exceptionally organised, methodical, and efficient, with strong time-management skills to balance a dual-focus role effectively.
- **Communication & Personality:** Personable, approachable, and highly

communicative, capable of dealing sensitively with safeguarding concerns while professionally hosting external guests and VIPs.

- **Work Ethic & Responsibility:** High degree of personal accountability, reliability, and hard-working attitude.

Desirable Skills & Qualifications

- Recognised DSL / Child Protection training certification.
- Experience working within an educational, higher education, or performing arts environment.
- Event safety or basic First Aid qualifications.

This document describes the job as it is presently constituted. It is the practice of the organisation to examine job descriptions periodically and to update them in consultation with the post-holder.