



Job Description

Post:	Spotlight Operations Manager
Directorate:	Communities and Neighbourhoods (CaN)
Team:	Spotlight Youth Centre
Grade:	PO2
Responsible to:	Spotlight Director
Responsible for:	Operations Officer Monitoring & Evaluation Officer Front of House Officer Front of House Team members Creative Technicians

Spotlight Youth Centre

Spotlight is a creative arts youth service designed to inspire. It has been shaped by young people, for young people. It offers free, state of the art sound, film, design, art and broadcasting facilities, alongside performance, dance, boxing, fashion, styling and chill areas. Spotlight supports and inspires young people to reach their full potential.

Purpose of Job

To ensure that the Spotlight facilities are of top quality to enable Spotlight to be the leading creative arts youth destination in London

To effectively line manage a team supporting them to do their best in their roles

To lead monitoring & evaluation to ensure that Spotlight is able to report accurately on progress and show the impact of the work we are doing

Main Duties and Responsibilities

Spotlight as the leading creative youth destination

- To lead facilities, repairs and technical staff to ensure the building is well maintained and that repairs are carried out to a high standard and quickly
- To hold contractors to high standards to ensure repairs and work are good quality
- To lead technical staff to ensure Spotlight uses the facilities available to their full potential to deliver top quality events and programmes for young people
- To manage the cleaning contract to ensure the building is cleaned to a high standard
- To coordinate periodic refreshes of the building where needed, following PH procurement processes to engage contractors to do the work

- To manage annual maintenance contracts with contractors to ensure compliance and best value for money
- To lead facilities staff to manage the use of space in the building using a database, taking room bookings, planning large events and ensuring resources are in place to deliver high quality events
- To work with partners who use the building, planning rotas and resources to accommodate them and writing agreements to cover use of space
- To lead and oversee Spotlight finance with the support of operations staff, ensuring invoices are paid on time, income is claimed and providing budget information when needed
- To be responsible for a PH credit card, to spend appropriately and complete monthly expense reports for finance
- To work with PH health and safety and compliance teams to ensure that the Spotlight building meets all health and safety and compliance requirements and is a safe space
- To lead the front desk team in delivering a welcoming service to all visitors to Spotlight including staff, young people, external hire clients, partners, volunteers and members of the public.
- To lead the partnership with the Spotlight café to ensure the offer is quality and meets the needs of the Spotlight service
- To lead positive professional relationships with building partners, training partners and external organisations
- To support the Spotlight team with booking and organising staff training
- To be the lead contact between IT and HR for the Spotlight team supporting to ensure messages are communicated to the team and the team has the IT support they need

To lead a team

- To inspire each team member to see how important their role is in making sure that Spotlight is the leading creative youth destination
- To provide training and support for team members that enables them to perform to a high standard within their roles
- To provide regular support through one to ones and catch ups with team members
- To set objectives for team members and track progress
- To ensure there are appropriate levels of staffing to run the building safely 7 days a week, creating staff rotas, arranging cover for holidays and sickness

To lead monitoring and evaluation for the Spotlight service

- To lead M&E staff to communicate the impact of Spotlight's work
- To oversee monitoring systems containing young people's details via an online server is accurate and kept securely at all times.
- To manage the monitoring, reporting, analysis and feedback process to all funding bodies (internal and external)
- Implement processes to ensure data collection is accurate and looking for ways to collect data more efficiently
- To review M&E and adapt and make changes where needed to meet the needs of the Spotlight service

General

- Be available to work evenings, weekends and public holidays, as required to deliver the duties and responsibilities of the job.
- Perform other duties as may be reasonably required by your line manager.
- Conduct yourself in line with Poplar HARCA's policies, procedures, rules and standards.
- Due to the nature of this post, employment in this role is dependent on an Enhanced Disclosure and Barring Service (DBS) check. In addition, you will also be checked against the Children's Barred List.

Person Specification

Post: Spotlight Operations Manager

Grade: PO2

Team: Spotlight

Directorate: Communities and Neighbourhoods (CaN)

All criteria are essential unless stated otherwise.

Requirements	Criteria
1. Education/ Qualifications/ Training	N/A
2. Skills	<ul style="list-style-type: none">a. Ability to follow internal procedures when delivering project work and ensure partners/volunteers are aware of these procedures at all times toob. Excellent MS Office and database skills.c. Highly organised with ability to forward plan resource requirements.d. Attention to detail both in relation venue management and budgets.e. Strong team player working closely with colleagues to produce exemplary results in venue management and large events.f. Evidence of working effectively to tight deadlines.g. Remain calm and proactive under pressure.h. Excellent negotiator and able to obtain the best deal and carefully control costs.i. Excellent literacy and numeracy skills.j. Excellent oral communication and writing skills demonstrating accuracy and attention to detail.
3. Experience	<ul style="list-style-type: none">a. Experience of working in a large public arts based venue with significant technical / AV facilities.b. Logistics and planning in a public venue experience including facilities management.c. Oversight of managing maintenance regimes.d. Customer service/front of house experience.e. Finance and budget management experience.f. Experience of line management.g. Experience of finance systems.h. Experience of online monitoring systems.
4. Knowledge	<ul style="list-style-type: none">a. Understanding of the Spotlight ethos and vision.b. Understanding of the different needs of a diverse, urban communityc. Understanding of the impact of social value.d. Understanding HR and Finance functions.

	e. Knowledge of monitoring and evaluation in a youth context.
5. Key Competencies	<ul style="list-style-type: none"> a. Putting others first b. Achieving Results c. Open to change d. Informed and informing e. Personal Progress f. Partnership Working g. Problem Solving