



# Job Description

## Operations Manager

**Reports to:** Chief Executive Officer

**Supervises:**

- Technical Coordinator
- Facilities Officer
- Front of House Coordinator
- Security Unit

**Job Function:**

The **Operations Manager** is responsible for the day-to-day operations of the facility. The individual has responsibility for the overall upkeep of the physical infrastructure of the organization, the safety and security of persons, and the optimization of the working environment. The individual also oversees the implementation of human resource policies, practices and programmes. He or she works with the Chief Executive Officer to ensure appropriate project management; ICT and Administrative policies and procedures are developed and implemented to improve the efficiency of the organization. Continually investigates and introduces administrative process improvement measures and presents recommendations to the Chief Executive Officer for consideration.

Naparima Bowl's operations are guided by the highest levels of professionalism and service to both internal and external colleagues and clients. All activities must therefore be in alignment with its approved operating guidelines and standards, and all legal, statutory and regulatory requirements.

### **Principal Duties and Responsibilities:**

1. Provides input for the development of the strategic direction and marketing of the Bowl and engagement of stakeholders.
2. Implements all approved management and maintenance initiatives, ensuring all guidelines, codes, standards and requirements are adhered to, and that all activities are completed within approved budgets and timelines.
3. Ensures the safety and well being of employees, patrons and visitors by developing and implementing approved housekeeping, hospitality, safety, security and service interaction policies, procedures and standards.
4. Ensures the maintenance of the organization's human resource capability by implementing, monitoring and reporting on all approved human resource policies, procedures and guidelines.
5. Provides input for the development of the overall budget, monitors and reports on expenditure, and implements all approved financial guidelines and procedures.
6. Implements filing, retrieval and retention systems for all documents and records generated, and ensures the currency, accuracy and availability of files.
7. Trains and develops employees, assigns work, follows up and maintains work results by planning, monitoring and appraising results, and coaches and disciplines employees, as required.
8. Keeps the General Manager informed by preparing reports on all operational areas, advising on development and recommending required action to resolve challenges.
9. Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications and participating in professional societies.
10. Supports the development and maintenance of a team environment by performing other related duties.

### **Qualifications and Experience:**

- Bachelor's Degree in Business Administration, Theatre Arts, Arts Administration or Project Management.
- Three (3) to five (5) years' experience in a senior capacity in arts, operations, event or production management and administration.

**Knowledge:**

- Good knowledge of project management practices and procedures.
- Good knowledge of arts management practices.
- Good knowledge of security administration and management practices.
- Good knowledge of public sector regulations and requirements.
- Working knowledge of trade union practices.

**Skills:**

- Excellent managerial and leadership skills.
- Excellent communication skills, both written and oral.
- Excellent networking and relationship building skills.
- Excellent decision-making skills.
- Effective planning and organizational skills.
- Effective strategic thinking skills.
- High competency in monitoring, evaluation and reporting.

**Abilities:**

- Ability to manage different work teams.
- Ability to plan and implement varying work schedules and projects.
- Ability to review operations, identify deficiencies/challenges, identify areas for improvement and formulate action plans.
- Ability to identify maintenance-related problems and to source the relevant contractors to address them.
- Ability to function well in a high pressure environment.