



SOUTH LANARKSHIRE  
Leisure & Culture

## Operations Officer (Venues) Job Profile

<b>Service:</b> Operations and Estates	<b>Grade Scale:</b> Grade 3 Level 4
<b>Reports to:</b> Area Manager	

Purpose of Job
To assist with the management of all aspects of operations within venue including management and development of staff, marketing and promotion and implementation of policies and procedures.

Key tasks and responsibilities
<ul style="list-style-type: none"> <li>Manage area in line with Health and Safety legislation and best practice.</li> </ul>
<ul style="list-style-type: none"> <li>Manage a quality customer service.</li> </ul>
<ul style="list-style-type: none"> <li>Manage ad-hoc projects and participate in SLLC working groups.</li> </ul>
<ul style="list-style-type: none"> <li>Manage local budget, controlling expenditure and maximising income.</li> </ul>
<ul style="list-style-type: none"> <li>Negotiate appropriate deals with promoters and agents, plan and implement services and activities for the venues and organisation.</li> </ul>
<ul style="list-style-type: none"> <li>Identify new business in relation to the venues and organisation.</li> </ul>

Person Specification		
CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	Experience in an event & hospitality environment.	Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience and strong customer focus.  Experience of working with a diverse range of colleagues within a large and complex organisation.  Experience of reporting to senior management.
<b>Skills, knowledge, experience</b>	Health and safety management in a front facing customer environment.  Experience of venue operation and staff supervision.	Working within a cultural venue environment

	<p>Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.</p> <p>Demonstrable track record of success in a corporate environment, ideally across a range of relevant activities, delivering within a customer-facing environment.</p> <p>Strong interpersonal and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams.</p>	
<b>Personal Qualities</b>	<p>Supportive team player</p> <p>Positive attitude</p> <p>Enthusiastic</p> <p>Motivated</p> <p>Lead by example</p>	
<b>Other</b>	<p>Show a Positive “can do” attitude and willingness to support others where needed.</p> <p>Ability to multi-task and work in a focused and fast-paced environment.</p>	

### Safer Recruitment Checks

<p>As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.</p>
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> </ul>
<ul style="list-style-type: none"> <li>• Reference check: external candidates require 2 references, one of which must be your current or most recent employer: Internal candidates require 1 reference from current line manager.</li> </ul>
<ul style="list-style-type: none"> <li>• Candidate Disclosure Check, where applicable</li> </ul>

### Behaviour Framework

<p>South Lanarkshire Leisure and Culture Behaviour Framework is a set of core behaviours that define how employees approach work to enable them the delivery of key tasks for the role.</p>
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**Own It- What can you do**

- Give your team direction and clear objectives to achieve
- manage your team coaching and supporting as necessary
- Motivate your team to deliver the best service possible
- You conduct appraisals and ensure learning opportunities are in place for all staff
- take ownership of decisions and consider the wider implications for the team and the organisation
- Ensure that responsibility and accountability is in place for your team and each team members knows their role

**Be a great team- What can you do**

- Promotes a positive team environment with good morale
- Works with other teams and colleagues internally and externally, developing relationships and sharing knowledge, ideas, and expertise to achieve outcomes
- Provide objective and constructive advice and support if tensions arise
- Shares knowledge with internal and external colleagues to achieve common objectives
- Giving praise and recognition for good work
- Use professional identity and expert knowledge to work across disciplines breaking down professional barriers to improve outcomes for individuals and communities
- Encourages colleagues to consider different perspectives in their work
- Adapts communication to encourage desired behaviour

**Do the right thing- What can you do**

- Understands what needs to be achieved and ensures that this is communicated to team members.
- Expresses positive expectations of others to support their development
- Recognise individual and team achievements thanking and praising others
- Maintain a positive approach and motivate team when things go wrong, or demands are high
- You identify talent and provide opportunities for those individuals who wish to progress or learn new skills
- Takes responsibility for personal and team development needs taking account of learning styles and available learning/training methods of delivery
- Uses professional judgement/expert knowledge to make informed decisions

**Be positive- What can you do**

- promote and drive continuous improvement by asking 'How could we do this better?'
- Work with customers in tailoring services to meet their expectations.
- Focus on developing customer care standards across the organisation
- Put the customer first in all that you do
- Develop your team to deliver a high-quality service and give constructive feedback as necessary
- Take responsibility for team performance and pride in successful outcomes