



OPERATIONS & COMMERCIAL MANAGER JOB DESCRIPTION

The Black Box is a not-for-profit, independent, live music and arts venue. With a unique brand of cutting-edge arts, grassroots experiments, and radical inclusion, we are home to the most vital and exciting music, performance, film, comedy, and ideas Northern Ireland has to offer. We're not just the go-to space for the best festivals and brightest thinkers, we're a hothouse for emerging artists, organisers, and cultural activists.

Central to our success is a core ethos of equity of access for performers, audiences, and the creative communities of the city. We aim to continue to encourage the growth of Belfast's creative talent through innovation in inclusive cultural practice, play a role in the city's arts offer to all its audiences and be a valued employer throughout the sector.

www.blackboxbelfast.com

Role

The Operations & Commercial Manager reports directly to the Director. This role is part of a strategy to build resilience. The role will focus on venue operations as well as developing new revenue streams, sourcing new partners, funders & sponsors and developing commercial partnerships. One of the principal benefits of this post is to build capacity enabling the Director to create & nurture high level partnerships and deliver a major fundraising strategy.

There is a significant degree of autonomy and staff management responsibility associated with this position.

Status

Full-time position. 40 hrs per week (following initial 3-month trial period)

Salary

£26,000.00

JOB DESCRIPTION

Staff Responsibilities

- Direct line management of venue supervisory staff (Duty Managers).
- Management responsibility for the venue team to include, but not limited to front of house staff, security and box office staff, freelance contractors

Venue Management Responsibilities

- Manage the venue hire process and diary.
- Build & manage strong working relationships with promoters, artists and arts organisations.
- Manage delivery of Black Box promoted events.
- Ensure that the venue team and technical contractors have all required information to deliver events in the Main Theatre and Green Room performance spaces.

- Ensure appropriate & efficient staffing levels for all venue activity.
- Oversee accurate data collection for all live events to include attendance, box office income, artist costs, hospitality, and travel.
- Ensure that sound, light and AV equipment is maintained, and that all equipment required for events is available
- Liaise with the Outreach officer to ensure that Black Box outreach events are resourced appropriately
- Manage all venue & operations contracts.

Commercial and SGI

- Continuous review of the venue and hospitality with a view to identifying & developing innovative improvements and income streams.
- Review of venue partnership potential with a view to engaging new commercial & private sector relationships.
- Review of venue commercial operations with a focus on continuous delivery improvement to support year on year growth targets in respect of bar, catering, hire, box office and merchandising income.

Organisation Resilience

- Ensure that events & activities realise their full revenue potential and that delivery models focus on efficiency & customer satisfaction.
- Supporting the Director identifying potential for venue, product and activity improvement & development.

Health & Safety Responsibilities

- Ensure that the highest standards of health and safety are maintained including the implementation of Covid-19 legislation and procedures.
- Ensure that external contractors meet the required health and safety standards & certification.
- Ensure that the bar manager & supervisors carry out the necessary daily checks.
- Ensure that all certificates and licenses in place and reviewed and renewed annually.

Trading Subsidiary Responsibilities

- Deliver operational input associated with the establishment of the Green Room Ltd trading subsidiary.
- Support the Director in ensuring the successful operational delivery of the Green Room Ltd programmes & commercial activities.

Financial Management Responsibilities

- Process executive and staff payroll.
- Manage all bar reporting and cash deposits.
- Ensure operational delivery of financial processes according to The Black Box procedures.
- Process operational and venue invoicing and billing.
- Manage day to day relationship with external financial contractor.
- Working with external accountants as part of the annual audit process.

Budget Management Responsibilities

- Support the Director in drafting project and venue budgets.
- Manage allocated operations and venue budgets

SPECIFICATION

Shortlisting criteria is as follows:

1. A minimum of five years full-time operational management experience in a busy arts or performance venue.
2. A minimum of five years experience of managing & exploiting commercial opportunities in a busy arts or performance venue.
3. A minimum of five years full-time experience of managing a multi-disciplinary staff team in a busy arts or performance venue.

TO APPLY

To apply for this position applicants are asked to complete an application form providing two referees and provide a personal statement demonstrating **exactly** how you meet the specification criteria above. Completed applications should be sent to director@blackboxbelfast.com

Applications packs are available from <https://www.blackboxbelfast.com/job-opportunity-operations-commercial-manager/>

Deadline 12 noon Monday 28th February. Interviews will be held on the 10th March.

This post is funded by the Dormant Accounts Fund Northern Ireland.

THE BLACK BOX IS AN EQUAL OPPORTUNITIES EMPLOYER

The Black Box Trust
APPLICATION FOR EMPLOYMENT
OPERATIONS & COMMERCIAL MANAGER

Please type in black ink



CONFIDENTIAL

POST APPLIED FOR

REF

Preferred pronoun:

First Name(s):

Surname:

Address

Contact Telephone Numbers (Please indicate a convenient time to contact you.)

Home:

Work:

Mobile:

Email:

Please let us know of any access requirements you may need to support an application or interview

Personal Statement

Please provide a personal statement which addresses the Job Description and exactly how you meet the essential specification. Please provide specific examples from your experience that clearly show that you have the particular skills, knowledge or experience required.

The Personal Statement should be on no more than two A4 sheets, bullet points are welcomed.

References

Please give details of two individuals, not related to you, who can provide employment references. The referees should be able to comment on your ability to perform the job for which you are applying. No references will be sought prior to interview and your permission will be sought before any contact is made.

Name	Name
How is the referee known to you?	How is the referee known to you?
Address	Address
Tel No e-mail	Tel No e-mail

To the best of my knowledge the information provided on this form is correct and I agree that The Black Box Trust may verify the information given in this application form. I agree that The Black Box Trust may collect the personal data it contains and use the data for recruitment, personnel and training purposes only.

All data will be stored in line with General Data Protection Regulations.

Signed	Date
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**Please Return to director@blackboxbelfast.com
Black Box 18-22 Hill Street, Belfast, BT1 2LA
No later than 12 noon on Monday 28th February 2022.**

Equality and diversity monitoring form

Why we are asking you to complete this form

The Black Box is committed to promoting equality and eliminating unlawful discrimination, and we are aiming to achieve diversity in the range of people we involve. You do not have to answer these questions, and we understand that some of this information is personal and sensitive in nature. However, gathering this data helps us to know if we are succeeding in involving different groups of people, and to change our approach if some groups are not represented.

Data protection

The information you provide is anonymous and will not be stored with any identifying information about you. We may use anonymised statistics and data to inform discussions about improving the diversity of our patient safety partners and inclusivity of participation opportunities, but no information will be published or used in any way which allows an individual to be identified. All details are held in accordance with the Data Protection Act 1998.

The information that we are asking you to provide is informed by our duties under the Equality Act 2010, and includes information about your age, race, sex and sexual orientation.

If you would like this information in an alternative format, or would like help in completing the form, please contact us director@blackboxbelfast.com +44 (0) 28 90244400

Equality information

1. What age group do you belong to?

- | | |
|--------------------------------|--------------------------------------------|
| <input type="checkbox"/> 18–25 | <input type="checkbox"/> 56–65 |
| <input type="checkbox"/> 26–35 | <input type="checkbox"/> 65 + |
| <input type="checkbox"/> 36–45 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 46–55 | |

2. Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months (include any problems related to old age)?

- | | |
|------------------------------------------------|--------------------------------------------|
| <input type="checkbox"/> Yes, limited a little | <input type="checkbox"/> No |
| <input type="checkbox"/> Yes, limited a lot | <input type="checkbox"/> Prefer not to say |

3. If you answered 'yes' to question 2, please indicate your disability:

- | | |
|------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> Vision (eg due to blindness or partial sight) | <input type="checkbox"/> Hearing (eg due to deafness or partial hearing) |
|------------------------------------------------------------------------|--------------------------------------------------------------------------|

☐ Mobility, such as difficulty walking short distances, climbing stairs, lifting and carrying objects

☐ Learning, concentrating or remembering

☐ Mental health

☐ Stamina or difficulty breathing

☐ Social or behavioural issues (eg due to autism, attention deficit disorder or Asperger's syndrome)

☐ Other impairment

☐ Prefer not to say

4. What is your ethnic group?

Choose one section from A to E, and then tick the appropriate box to indicate your ethnic group.

A. White:

☐ Welsh/English/Scottish/Northern Irish/British Irish

☐ Gypsy or Irish Traveller

☐ Any other White background, please write in.....

B. Mixed:

☐ White and Black Caribbean

☐ White and Black African

☐ White and Asian

☐ Any other mixed background, please write in.....

C. Asian or Asian British:

☐ Indian

☐ Pakistani

☐ Bangladeshi

☐ Chinese

☐ Any other Asian background, please write in.....

D. Black or Black British:

☐ Caribbean

☐ African

☐ Any other Black background, please write in.....

E. Other ethnic group:

☐ Arab

☐ Any other, please write in.....

☐ Prefer not to say

5. What is your gender?

- | | |
|--------------------------------------------|-------------------------------------------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Prefer to self-identify, please write in |
| <input type="checkbox"/> Female | |
| <input type="checkbox"/> Prefer not to say | |

6. Have you gone through any part of a process, or do you intend to (including thoughts or actions) to bring your physical sex appearance, and/or your gender role more in line with your gender identity? This could include changing your name, your appearance and the way you dress, taking hormones or having gender confirming surgery.

- | | |
|------------------------------|--------------------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> No | |

7. What is your legal marital or civil partnership status?

- | | |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <input type="checkbox"/> Divorced | <input type="checkbox"/> Separated, but still in a registered civil partnership |
| <input type="checkbox"/> Formerly in a registered civil partnership which is now dissolved | <input type="checkbox"/> Separated, but still legally married |
| <input type="checkbox"/> In a registered civil partnership | <input type="checkbox"/> Surviving partner from a registered civil partnership |
| <input type="checkbox"/> Married | <input type="checkbox"/> Widowed |
| <input type="checkbox"/> Never married and never registered a civil partnership | <input type="checkbox"/> Prefer not to say |

8. What is your religion?

- | | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <input type="checkbox"/> No religion | <input type="checkbox"/> Hindu |
| <input type="checkbox"/> Atheist | <input type="checkbox"/> Jewish |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Muslim |
| <input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations) | <input type="checkbox"/> Sikh |
| <input type="checkbox"/> Any other religion, please write in..... | |
| <input type="checkbox"/> Prefer not to say | |

9. Which of the following options best describes your sexual orientation?

- | | |
|------------------------------------------------|--------------------------------------------------|
| <input type="checkbox"/> Heterosexual/straight | <input type="checkbox"/> Bisexual |
| <input type="checkbox"/> Lesbian | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Gay | <input type="checkbox"/> Prefer to self-identify |

10. Do you look after, or give any help or support to family members, friends, neighbours or others because of either long-term physical or mental ill-health/disability, or problems related to old age?

- ☐ No
- ☐ Yes, 1-19 hours a week
- ☐ Yes, 20-49 hours a week
- ☐ Yes, 50 or more hours a week
- ☐ Prefer not to say