



مسرح دبي الاجتماعي ومركز الفنون  
*Dubai Community Theatre  
& Arts Centre*

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## **JOB DESCRIPTION**

- TITLE:** **Venue Operations Manager**
- PURPOSE:** At the Direction of the General Manager lead on and develop the seasonal programme, the strategic and operational management of DUCTAC and control the planning and operational activity of the Events Team, Customers Services team, and the Arts Centre Team. Ensuring compliance with statutory requirements, building and cash security, effective internal administration, record keeping, staff communication, event planning and building operation across both the theatre and arts centre.
- REPORTS TO:** General Manager
- RESPONSIBLE FOR:** Sales and Events Manager  
Event Coordinators  
Arts Centre Coordinator  
Customer Liaison Manager  
Customer Liaison Assistant Managers  
Front of House Customer Service Staff  
DTCM Officer
- CONTRACT:** Full Time and for an unlimited term
- HOURS:** 5 days per week as driven by the events programme. This role and the nature of the business require flexibility, and overtime during evenings, weekends and public holidays will be necessary. This role does not receive lieu time so days will need to be managed over a monthly roster. Standard working days are Sunday to Thursday 9am to 6pm.

**BENEFITS:** 25 working days holiday plus Public holidays  
Annual economy return air ticket to place of origin

## **PRINCIPAL DUTIES**

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### **OPERATIONS**

- *Under the guidance of the GM to lead the day to day operation of DUCTAC and its external boundaries including event planning and operations.*
- *Organise and lead internal meetings and procedural information distribution as is sensible to ensure effective internal communication to all staff and contractors.*
- *Lead the event planning process creating and developing such systems and meeting cycles necessary to ensure all departments are fully informed and prepared to meet their roles.*
- *Attend such management meetings as required ensuring that all necessary reports, documentation and business performance papers are prepared accurately in good time in an agreed format distributing as agreed ensuring confidentiality*

### **STRATEGIC**

- *To work with DUCTAC's General Manager to develop the venues policies and programme, and to provide a solid foundation of asset and business management, including strong financial control*
- *To maximise revenue through hire activity, catering, ancillary sales, and working closely with the Marketing department to secure sponsorship for DUCTAC promoted shows and activities.*
- *To develop and implement robust monitoring and evaluation process's, to clearly demonstrate achievement of agreed policy and business objectives that ensure DUCTAC's viability*
- *To play a significant role in building DUCTAC's market values, with the General Manager building strong links with the business community, business development consortia, maximising all revenue generating activities*

### **STAFFING**

- *To lead on the recruitment of staff and contractors as directed by the General Manager.*
- *Implement performance standards and training programme as required including use of all equipment and paperwork.*

- *Develop the targets with the team for them to be able to achieve the requirements of their roles and institute a system of staff performance monitoring and appraisal.*
- *Lead and support your team to achieve those targets to stretch your team's abilities.*

## **BUILDING**

- *Ensure that there is a robust and constantly reviewed security system in place that Monitors all entry and exit including staff, tenants, performers and their teams and suppliers*
- *Ensure that the building, its fabric furniture, fittings and equipment together with external grounds to boundary is maintained to the best and correct order. Meeting obligations to the comfort and safety of Public, Staff, Contractors and Performers*
- *Ensure that building tenants not confined to those using the auditorium and meeting spaces comply with access and exit procedures and do not undertake any activity that could put the building in danger*

## **FINANCIAL**

- *With the General Manager ensure that the business is meeting the Business Plan, advising and contributing to changes and developments.*
- *Ensure that the Business Plan is kept as a live document reviewing performance against the Plan and institute robust financial and business/trading targets routinely monitoring with actual performance against those targets.*
- *With the General Manager agree the annual operating budget advising on necessary changes.*
- *Provide to the General Manger and Finance Manager a full P&L of production costs for DUCTAC promoted shows, including all marketing, logistics, royalties and other costs, plus any potential sponsorship received with the support of the marketing team.*
- *Develop and implement with other members of the Management team necessary record keeping including cash handling process's, sales accounting and banking records*
- *Agree with the General Manager necessary contract agreements and financial terms that can meet hire use by promoters, meeting/exhibition organisers and others who may wish to use the venues facilities and services*
- *Maintain an administration process and file keeping that can ensure relevant contract issue, return, payments, agreed settlements and invoicing*

## **OTHER DUTIES**

- *Meet with promoters to develop relationships for hiring the venue.*
- *Meet with producers both locally and internationally to look at shows which DUCTAC could promote.*
- *Develop with the General Manager a programme of shows and events that will complement the hired activities within each season.*
- *Other duties that from time to time maybe required and reasonably considered to fall within the remit of this position*