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**Recruitment Pack: Operations Officer**

Dear candidate

Thank you for your interest in the Operations Officer position.

As a result of several retirements within the Finance and Operations Department, a review of the department's work was undertaken and three new positions were created – Finance and Operations Manager, Finance Officer, and Operations Officer.

The Covid-19 pandemic meant we had to transform the way the company operated to facilitate remote working. We are now relatively paperless and have changed our Finance and IT systems to facilitate remote working, but these systems continue to be refined.

The company's work has evolved extensively in recent years and there is an increasing emphasis on the accessibility and inclusion of our work, on reducing the impact of our activity on the environment and increasing awareness of the climate crisis, and on looking after the wellbeing of our employees and artists. It is important that everyone who works for the company sees the importance of all these aspects of our work and shares the company's values.

We're looking for an individual who is organised and curious, and willing to offer ideas about how to improve our systems and processes. Ideally, the successful candidate would have experience of dealing with HR matters, but we would be happy to provide training, and support the successful candidate to gain a relevant qualification.

The Operations Officer will work closely with the Finance and Operations Manager to ensure that the company's processes and procedures in relation to HR, asset management, IT and general administration are implemented effectively.

More information about the job and the company can be found in the pack. If there is anything you would like to discuss further, or if you feel any barriers are preventing you from applying, please contact us to discuss how we can overcome them.

Angharad Jones Leefe

Executive Director

**THE COMPANY**

Creating Welsh-language theatre as a place of connection for the well-known and the unexpected, for Welshness and the world, for the big conversations and the joyful moments.

Theatr Genedlaethol Cymru creates and presents theatre productions that aim to entertain, excite, and captivate our audiences and fuel their imaginations. We are also providing development opportunities that will nurture and inspire the next generation of Welsh theatre artists and provide creative opportunities for people across Wales to experience the transformative impact of the arts.

Founded in 2003, the company is one of the eight organisations designated as 'national companies' by the Arts Council of Wales. As a national company, we are expected to demonstrate leadership within the sector, nurture and develop talent, maximise partnership and collaboration opportunities, develop and increase international relations, and reach the widest possible audiences.

The company will celebrate its 20th anniversary in 2023 and has been settled in Carmarthen since 2008. A new Artistic Director – Steffan Donnelly – has been appointed in 2022, and he and Executive Director Angharad Jones Leefe are joint Chief Executives.

The company has 15 core employees on average, but the number varies slightly depending on fixed-term contracts. Creating a positive and productive work environment is especially important to us as a company, and we provide support to our staff so they feel they can carry out their work to the best of their ability. We offer a range of flexible working options, including a flexitime, part-time working and working from home. The wellbeing of our staff is vital to us, and so a range of internal measures have been introduced to protect staff and try to strike a healthy work-life balance.

Creating and staging theatre productions is the main bulk of the company's work, and an annual programme usually consists of around 4 productions, two of which tour nationally. Productions vary but are usually mid- or small-scale. Venues we visit regularly include Sherman Theatre in Cardiff, Ffwrnes in Llanelli, Mwldan in Cardigan, Aberystwyth Arts Centre, Theatr Clwyd in Mold, Galeri Caernarfon, and Pontio in Bangor. The company occasionally stages site-specific productions, and in the past venues have included Caerphilly Castle, Tomen y Mur and Carmarthenshire Museum in Abergwili. We also present work every year at the National Eisteddfod.

In addition to productions, the company has a programme of activities which includes artistic research and development projects, and participation activities, ranging from drama clubs for children, to health and wellbeing projects. These activities often include some involvement from the Production Department too.

Freelancers are a vital part of the ecology of our sector and therefore building and maintaining effective and supportive relationships with freelancers is vital to our success as a company. We also work with a range of other companies and organisations to deliver our work. These include other production companies; venues; Mentrau Iaith (Welsh-language initiatives); Urdd Gobaith Cymru; Literature Wales; S4C; the National Centre for Learning Welsh; the National Eisteddfod; WJEC; schools and universities; health boards and local authorities; and more.

The company has a clear focus on increasing the inclusion of our activities, and this permeates through all the company's work – from ensuring an accessible experience for diverse audiences to offering job and participation opportunities that appeal to a diverse range of people, ensuring they are promoted in transparent and open ways.

**Job details**

**Title:** Operations Officer

**Salary: £** 21,742 per annum (£27,177 pro rata)

**Period:** Permanent

**Hours:** Part time (30 hours per week)

**Reports to the:** Finance and Operations Manager

**Location:** The company's headquarters are in Carmarthen, but we offer a range of flexible working arrangements, including a hybrid working arrangement which involves a combination of working in the office and working from home. The exact arrangement would be discussed and agreed with the successful candidate.

**Entitlement to Annual Leave:** 28 days (25 days + bank holidays + 2 days company holidays at Christmas, pro rata)

**Areas of responsibility:**

* HR
* Asset Management
* IT Systems
* General Administration

Further information on the tasks and responsibilities relating to the headings noted above can be found on the Duties page.

**Language**

Welsh is the internal administration language of the company, so the person in this role is required to be able to communicate effectively in Welsh both verbally and in writing. However, we recognise that that is often a matter of practice and so we would be happy to support people who have lost confidence in their Welsh by providing opportunities to attend language refresher training.

**Tasks and Responsibilities**

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| --- |
| **HR** |
| * Use the Company's Human Resources (Bright HR) system to maintain data relating to people and personnel files, ensuring accuracy and confidentiality. * Ensure HR policies and information are kept up to date on the electronic filing system (*SharePoint*) and respond to staff queries regarding information in the staff handbook. * Produce standard letters and documents as needed, ensuring these comply with Welsh language standards. * Implement company policies regarding absences. * Assist the Finance and Operations Manager with recruitment and induction processes * Assist the Finance and Operations Manager in preparing and updating company policies * Arrange relevant training courses for staff * Perform other general tasks in HR including administrative ones, including taking minutes in internal and external meetings as needed. |
| **IT Systems** |
| * Deal with any staff queries about operational issues relating to IT systems * Keep an up-to-date inventory of the company's IT assets and create a renewal schedule for the resources, in collaboration with the Finance and Operations Manager * Order new equipment and assist staff in installing new equipment as needed. |
| **Asset Management** |
| * Look after the company office ensuring it is kept clean and tidy, and order any relevant office supplies * Assist the Head of Production in maintaining the asset register. * Assist the Head of Production in the care of the company's vehicles |
| **Administration** |
| * Deal with any general queries coming into the company's central email account and on the main phone line, directing the query to the appropriate person * Alongside other members of staff, carry out regular data cleaning exercises to ensure paper and electronic systems are up to date. * Attend meetings of the Board of Trustees and prepare minutes of meetings * Support the Executive Director in organising and administering Board meetings * Collect and analyse equality and diversity monitoring data across the company and its work * Support the marketing team to collect and analyse feedback and data collected from audiences and participants, and data from venues. |
| **General** |
| * Ensure compliance with data protection regulations * Take reasonable care for your own health and safety, and the health and safety of others who may be affected by your actions or inactions, and comply with all health and safety legislation as appropriate. * Any other reasonable tasks, at the request of the Finance and Operations Manager and the Executive Director |

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Agreeable** |
|  |  |  |
| **Qualifications and Training** | | |
| Professional qualification (degree/diploma) in business, management or human resources |  | ü |
| **Experience** | | |
| Experience of dealing with staff at all levels | ü |  |
| Experience of dealing with confidential and sensitive data | ü |  |
| Experience of producing regular and occasional reports for a wide variety of uses | ü |  |
| Experience of working in a role dealing with HR |  | ü |
| Experience of asset management and systems administration |  | ü |
| **Knowledge** | | |
| Knowledge of HR processes |  | ü |
| Extensive knowledge of good office administration practices | ü |  |
| An understanding of how to handle, resolve and escalate queries, and distribute information effectively | ü |  |
| **Skills** | | |
| Excellent verbal and written bilingual (Welsh/English) communication skills | ü |  |
| Excellent IT skills, particularly in Microsoft Office (Outlook, Teams, SharePoint, Word, Excel) | ü |  |
| Great administration and organisational skills, with the ability to prioritise workload, plan time effectively and meet deadlines. | ü |  |
| Ability to input data accurately and keep data in compliance with applicable data protection laws | ü |  |
| A solution-oriented attitude, and the confidence to challenge practice, where necessary. | ü |  |
| Strong analytical skills and excellent attention to detail and accuracy; ensuring facts are accurate, complete and consistent | ü |  |
| Being able to be proactive and drive things forward effectively, independently and as part of a team | ü |  |
| Ability to deal effectively with confidential and sensitive situations | ü |  |

**To apply:**

* Complete the application form

NEW

* Submit a short video of yourself, answering the questions set out on the application form.

Don't worry about the recording quality or camera skills. Our interest is in what you have to say. If you have any questions about the job, need any assistance submitting an application, or would like a different format, please contact us directly by emailing [angharad.leefe@theatr.com](mailto:angharad.leefe@theatr.com) or calling 07903 842554.

Theatr Genedlaethol Cymru uses the social model of disability, recognising that some people experience disabling barriers. We will interview any disabled candidate who meets the job criteria, and we are committed to supporting any entry requirements in interview, or thereafter if the candidate is appointed.

All applicants must complete an Equal Opportunity Monitoring Form.

**Access/Support**

All information technology equipment required for the job will be provided by Theatr Genedlaethol Cymru.

Our office is fully accessible for wheelchair access.

Theatr Genedlaethol Cymru can support the person in this role with an Access to Work application to ensure support based on your needs. This could include a grant to help pay for the costs of practical support in the workplace or at home, support to travel to and from work, support worker services and/or mental health support. For more information, visit <https://www.gov.uk/access-to-work>

Theatr Genedlaethol Cymru is open to discussing any additional support/resources you may need during the application process, or after recruitment to the position, to enable you to do your best work. This will not affect how qualified you are for the job or the strength of your application. For an informal chat for additional support, please contact Angharad Leefe by emailing [angharad.leefe@theatr.com](mailto:angharad.leefe@theatr.com) or calling 07903 842554.