

Post Title:	Location Base:	Reporting To:
Senior Operations manager	Fairfield Halls – Croydon	General Manager, Fairfield Halls

About BH Live

Champions of community engagement, health and wellness across Dorset, Hampshire, and London.

BH Live, a registered charity and social enterprise, is a leading operator of sports and leisure centres, theatres, and event venues. Driven by a mission to improve communities BH Live is dedicated to providing inclusive cultural experiences and promoting physical activity for all.

bhlive.org.uk

Summary of role

The Senior Operations Manager will oversee the daily operation at Fairfield Halls, serving as a key member of the onsite senior leadership team.

This position is responsible for managing various functions, including Hospitality Operations, Event Operations, and Ticketing. Reporting directly to the General Manager, the Senior Operations Manager will collaborate on venue delivery and business development, stepping in for the General Manager at meetings as needed.

In this role, strong leadership will be essential for providing exceptional customer service and for training and developing operational teams. This will involve implementing various procedures and company policies to ensure compliance while meeting the conditions of the venue's license

Key objectives include:

- Leading efforts to cultivate a highly motivated and skilled team dedicated to delivering outstanding service to customers and clients.
- Ensuring the venue is presented at its best during conferences, exhibitions, entertainment, and corporate events.
- Collaborating with the Senior Management team to execute the business plan through the operations team.

Main Duties & Responsibilities

- Lead the operations department, effectively managing hospitality operations, ticketing, and event teams at a senior level.
- Ensure all staff receive up-to-date inductions and training on policies, procedures, and operating plans.
- Oversee compliance checks, coordinating with teams to ensure completion on a daily, weekly, and monthly basis.
- Collaborate with operations managers to develop and implement processes for security, health and safety, food hygiene, and customer service, including training and assessments to ensure competency.

- Ensure smooth handover of events from central teams and lead logistical planning for successful event delivery.
- Prepare rosters for the operations management team to ensure daily coverage and undertake “duty manager” shifts as needed, including preparing and authorising staff timesheets.
- Manage day-to-day contracts for cleaning and security services, identifying and resolving issues promptly with the key account managers and operations team.
- Work with the General Manager to enhance venue safety and guest experience, reviewing and improving practices as necessary to ensure a safe and enjoyable visit.
- Provide support and guidance to operational managers, fostering teamwork and promoting success.
- Assist the General Manager in identifying business development opportunities, including drafting business cases and evaluating risks and benefits.
- Collaborate with central services to achieve income and expenditure targets, continuously monitoring performance and addressing gaps.
- Support the General Manager in preparing financial reports, forecasting income and expenditure, and proposing solutions for any shortfalls.
- Manage operational staff on duty, conducting regular performance reviews and addressing disciplinary and grievance issues as needed.
- Demonstrate knowledge of the business and make decisions to resolve problems.
- Ensure building maintenance is logged coordinating with technical teams to ensure timely fix.
- Deliver security and health and safety briefings to delegates, exhibitors, and staff as needed.
- Deputise for the General Manager in their absence, representing the venue and maintaining relationships with external stakeholders, including local authorities and licensing.
- Work according to the duty rota to undertake duty manager shifts, managing events including evenings, weekends, and holidays.

Skills and experience

Details	Criteria
Experience of operational delivery in a comparable venue	Essential
Ability to manage multiple projects, prioritise and ensure a successful delivery	Essential
Proven previous practical experience dealing with customers and providing high customer service standards	Essential
Proven previous experience supervising/managing and mentoring teams and individuals	Essential
Good knowledge H&S, event related compliance and of industry legislation	Essential
Ability to make decisions in line with policies and procedures	Essential
Ability to manage and motivate teams and individuals	Essential
Experience in working in an art, entertainment venue	Essential
Ability to co-ordinate resources for daily operations and major events	Essential
Ability to prioritise and delegate tasks	Essential
Good IT skills	Desirable
First Aid at Work	Essential
Personal Licence holder	Essential
Ability to work unsociable hours	Essential

Roles and responsibilities will evolve and change over time.

Owner: HR

Date updated/date effective from: August 2025