

Join our team!

INCORPORATING

**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIV

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIV

**SALISBURY
PLAYHOUSE**
PART OF WILTSHIRE CREATIV





Salisbury International Arts Festival 2025 c. Kin Ho

Wiltshire Creative

We bring people together for joyful, enriching creative experiences.

Our venues - Salisbury Playhouse and Salisbury Arts Centre - deliver surprise, delight and wonder with a diverse year-round programme. Salisbury Playhouse produces performances that bring pride and joy to our region, touring nationally and beyond.

Once a year, we burst out beyond our walls to invigorate city spaces with Salisbury International Arts Festival.

We nurture talent and spark imagination, inviting more people in our region to live creative lives.

Follow us: @WiltsCreative | wiltshirecreative.co.uk

About this role

Job Title: **Head of Operations and Commercial**

Responsible to: **Executive Director**

Main relationships: **Catering Manager; Bars Supervisors; Bar Staff**

We are offering an exciting opportunity to take a leading role in the commercial operations in one of the South-West's largest cultural organisations. As a results-orientated individual you will be responsible for driving vital commercial trading income to support us in delivering impact to our 200,000 audiences each year. You will be responsible for our bars along with supporting events and promoting hire of our spaces to grow our commercial income.

This position will work flexibly at both Salisbury Playhouse and Salisbury Arts Centre as the performance schedule requires, where you will help create an exciting work atmosphere with a culture focused on brilliant hospitality and a strong sense of community. You will lead by example, often providing hands on support to the whole team, with a focus on delivering exceptional guest experiences.



Key responsibilities

Income Generation

- Oversee and drive all aspects of commercial hospitality, leading our team to ensure all commercial revenue is maximised.
- Develop and deliver new revenue strategies to increase long-term income generation streams.
- Take ownership of the EPOS and stock management systems, analysing, interpreting and using performance data to inform decision making and motivate the FOH Team.
- Lead on non-performance hires of our spaces (e.g. parties, corporate hires, etc), developing new opportunities and extending our partnerships into the city.
- Partner with suppliers, reviewing and managing supplier contracts to ensure consistent quality, value for money and alignment with Wiltshire Creative values.
- Manage and moderate costs including inventory control, waste management and stock ordering.

Hospitality and Customer Service

- Ensure customer experience is at the centre of all your decision-making, implementing innovative strategies to enhance guest experience.
- Lead the professional day-to-day operation of FOH areas across the organisation.
- Continually seek improvements in the speed and efficiency of service in all outlets.
- Promote a culture of continual improvement in operational efficiency and audience experience.

Health and Safety

- To maintain a high standard of presentation, cleanliness, and safety in all public areas.
- Understand and uphold the conditions of the venue's Premises Licence or Temporary Event Notice.
- To act as duty manager on shifts ensuring safety of staff and patrons in FOH areas.
- Act as a First Aider for the organisation and attend regular Health and Safety Meetings.

Staff Management

- To line manage the Bar and Catering team, including:
 - Setting and monitoring individual and team objectives
 - Ensuring effective recruitment, training and development of staff
 - Engaging and motivating the team to perform at their best and deliver excellent customer service
 - Conduct regular performance reviews and appraisals as per our People policies
- Oversee rotas and casual wage payroll, optimising staff schedules to meet business needs.

General

- To always act in the best interests of Wiltshire Creative
- To take positive action to promote Equal Opportunities in all aspects of the work of Wiltshire Creative
- To agree to abide by Wiltshire Creative's policies, as set out in the Staff Handbook
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management

About you

- Substantial management experience in a customer-facing commercial hospitality environment
- Strong and proven leadership and line management skills
- Experience of developing / implementing revenue generation schemes and commercial strategies using data analysis to inform decisions
- Financial acumen with experience of managing income and expenditure budgets
- Experience of recruiting, training and motivating casual staff
- Excellent communication skills, able to work with a range of stakeholders and staff
- Familiarity with current Health and Safety legislation relevant to the role
- Ability to excel under pressure, and comfortable in an office or customer-facing environment
- Organised with good IT skills, including using Excel for budget setting, and learning our events and rota-planning software
- The ability to plan strategically whilst maintaining day to day operations
- Proven interest in theatre, live performance and the arts
- Ability to work evenings and weekends on a regular basis
- Event management experience
- If you are a personal licence holder, please mention this in your application

Terms and Conditions

Salary	£35,000 to £37,000
Type of Contract	Permanent
Location	Salisbury (Playhouse or Arts Centre)
Hours of work	40 per week, on a rota basis as required
Holiday	28 days per annum, rising in line with length of service
Benefits	• Wiltshire Creative offers a pension scheme through People's Pension, whereby contributions will be deducted from your salary and are currently matched by Wiltshire Creative up to 3% of salary. Wiltshire Creative is legally obliged to auto-enrol all eligible employees into this scheme after three months' employment, although the employee has the right to 'opt out'. • Complimentary tickets for in-house shows • Invitations to press nights • Occasional ticket offers on visiting shows • Discount in our bars and cafés • Opportunity for flexible working patterns • Wellbeing activities • Employee Assistance Programme • A fully trained team of Mental Health First Aiders • Training and development opportunities Full details are available upon request.

How to apply

Thank you for your interest in this post.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.



How to apply for this post

The closing date for this vacancy is 9am on 10th November. Applications will be shortlisted on 10th and 11th November with interviews taking place the week commencing 17th November.

To apply please click the Apply button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.