

Job Specification: **Operations Manager**
Reports to: **General Manager**
Date Updated: **2nd October 2024**

Job Specification

Light Fantastic Production Services Ltd provide high quality lighting, audio, video and scenic solutions to the live events industry. Our clients rely on us to deliver bespoke production solutions to a wide range of prestige live events across the UK & Europe.

An opportunity has arisen for an enthusiastic, highly motivated individual to join our team based in Borehamwood, Hertfordshire, as Operations Manager. In this role you will take responsibility for coordination between internal departments and provision of essential services like crewing and transport to ensure the efficient delivery of a wide range of live events & projects.

In this role you will act as the lynchpin between our internal Operations, Project Management, Warehouse, Workshop and Site teams to ensure all departments are adequately resourced to meet project requirements. You will lead the Operations team, overseeing the provision of key services including logistics, crewing and transport. You will have a major impact across all areas of the business, constantly instigating, monitoring and adapting operational processes to ensure they are robust and scalable.

The ideal candidate will have a background in the lighting / audio / video industry and an inherent understanding of the time pressures and deadlines which are essential to the success of our work. A creative problem solver, you will be confident in resource management and be able to adapt and react to changing circumstances at speed. A positive, can-do attitude is essential along with the drive to continuously build and improve our operations management infrastructure and team.

You must be enthusiastic, eloquent, and comfortable communicating with both internal and external stakeholders by phone, email and in person. You will be extremely computer literate with excellent interpersonal skills and a good sense of humour!

Due to the nature of the live events industry, working hours will be flexible and will include occasional evening and weekend work where required. A full driving licence will be required.

Company benefits include:

- 30 days paid holiday (including Public Holidays)
- Personal private healthcare plan
- Personal private dental cover
- Enhanced company pension
- Long service reward scheme
- Company laptop
- £50 annual birthday gift
- Staff facilities including fresh ground coffee, vending machine & pool table
- Weekly snacks & 'Fresh Fruit Fridays'
- Ongoing specific training opportunities

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Responsibilities:

- Take a broad oversight of all projects to ensure relevant departments are aware of operational requirements
- Liaise between internal staff as required, managing logistics across multiple projects to ensure efficient and cost-effective use of internal & external resources
- Support the Warehouse and Workshop Managers to ensure their departments are adequately staffed to suit the operational needs of the business
- Provide line management to the Operations Administrators, Bench Technician(s), Van Driver(s) and internal production staff, including rota scheduling, overtime calculations and managing expense claims

- Oversee the booking and scheduling of freelance crew by our Operations Administrators
- Ensure the Operations Administrators build and maintain relationships with freelance crew, local crew & transport suppliers, understanding their skills and capabilities
- Ensure data relating to freelance crew in TeamTrack is complete and accurate
- Manage and schedule internal production staff, ensuring they are deployed efficiently and effectively across projects with allowances made for rest periods
- Oversee the booking of hotels, travel & catering for crew by our Operations Administrators
- Support the Operations Administrators when required, stepping in to pencil, book & cancel freelance crew, local crew and transport as required to suit project requirements

- Oversee the booking and scheduling of internal & external transport by our Operations Administrators
- Oversee the management of company drivers and vehicles to ensure legal compliance and best practice
- Take responsibility for the maintenance and operation of our internal vehicle fleet
- Ensure that daily / weekly vehicle checks are undertaken by drivers and act on any faults

- Oversee the Operations Administrators in generating & sending out purchase orders for external services, dealing with any discrepancies that occur
- Raise any discrepancies with projected vs actual costs to the Project Management team and take steps to minimise impact where possible

- Manage our Service department and Bench Technician(s) to maximise equipment uptime
- Continually seek to develop, implement, and maintain processes for quarantining damaged equipment and returning items to service as soon as possible

- Adapt and respond to changing circumstances in real time
- Adopt a creative approach to problem solving, adapting and reacting to changing circumstances at speed
- Develop, implement, and review processes and procedures to ensure maximum efficiency and minimise wastage
- Take responsibility for business and operational improvements where procedures and processes have failed or have not been followed, through investigation and departmental debriefs

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- Champion and promote best practice in all areas of health & safety
- Advise the Senior Leadership Team on any matters which may affect the safety of the work environment
- Implement and maintain any tasks related to health & safety as directed by the Senior Leadership Team
- Oversee the maintenance of office, warehouse & site first aid kits
- Document & report all damages, incidents or near misses to the Senior Leadership Team in a timely manner

- Provide out of hours support as required
- Operate within all LPFS protocols and procedures
- Adopt a positive, can-do attitude to all challenges, acting as an ambassador for the company at all times
- Support the Senior Leadership Team in developing processes and procedures to improve all aspects of the company's operations
- Undertake any other tasks as reasonably requested by the Senior Leadership Team