

Job Description

Job Title:	Head of Operations & Health & Safety	Department:	Finance & Estates
Reports to:	Interim into CEO – Pending Review	Salary:	£42-45K
Location:	Pitlochry Festival Theatre	Position Type:	Permanent
Working Hours:	35 hours per week		
Key Relationships	Colleagues across Pitlochry Festival Theatre, facilities and maintenance staff, the technical team, IT support providers, Head of Customer Operations, suppliers and contractors.		
Context	Since 1951, Pitlochry Festival Theatre has been the artistic heart and soul of Highland Perthshire, attracting over 100,000 visitors every year. We're more than just a place to see a show; we're Scotland's leading producer of musical theatre, and the country's only rurally located major arts organisation. Our purpose is to improve lives by sharing Pitlochry with the world and the world with Pitlochry. Our mission is to create life-changing experiences for as many people as possible through our theatre and our environments. We strive to inspire imaginations, foster new levels of understanding, and nurture well-being, growth, and connection. Pitlochry Festival Theatre's campus now comprises a 538 seat Auditorium, a 172 seat Studio theatre as well as our Amphitheatre in the theatre grounds. Our home is a glorious eleven-acre campus that includes the Explorers Garden. More than a place to come and see a show, we offer great theatre and art for everyone in an inspiring, creative atmosphere.		
Purpose and Key Accountabilities	To manage the day-to-day facilities and maintenance across the estate, including our buildings and wider 11-acre campus, comprising theatre spaces, rehearsal rooms, workshop, front of house spaces and our Explorers Garden. The role coordinates IT provision, oversees health and safety compliance and controls the associated operational costs. This is a hands-on role working with colleagues, suppliers and contractors to resolve problems, prevent disruption and develop plans for the future of the organisation.		

About us

Our purpose and our values

Our Purpose

We improve lives by sharing Pitlochry with the world and the world with Pitlochry.

Our Vision

Pitlochry Festival Theatre is recognised as the nation's most impactful producing theatre, at home and beyond.

Our Mission

We will create life-changing experiences for as many people as possible in our many communities, through our theatre and our environments.

Our Values

Creative – We inspire and innovate in all our work.

Respectful – We value everyone and treat all with dignity.

Empowering – We enable and encourage others to reach their full potential.

Collaborative – We work together and support each other.

Our Guiding Principles

Place – Pitlochry is our home. We will continue to be inspired by Pitlochry and to celebrate our home through our work here and everywhere that we work in partnership, by sharing what we do 'Inside, Outside and Online'.

People – We nurture our own staff, the creative talent we bring to our stages, our partners, our supporters, and our audiences. We will continue to gather people together through our work and by serving global, human concerns.

Production – We perform at our best when we create theatre and deliver cultural activities related to theatre. We will continue to explore and extend how and where we share theatrical experiences of all kinds, for the benefit of all our communities.

Person Specification

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Commitment to Excellence
- Teamwork
- Creativity
- Inspirational sense of belonging
- A nurturing environment

The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

Key Tasks:

Inspect Pitlochry Festival Theatre's buildings and grounds regularly, identify defects and take practical action to keep spaces safe and fit for use.

Buildings,	Ensure adequate insurance provision is in place across the estate.
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grounds and maintenance	Organise day-to-day repairs and maintain a planned programme of servicing, preventative maintenance and statutory inspections.
	Keep a clear record of faults, work orders, assets, inspections and outstanding remedial actions; prioritise work by risk, urgency and operational impact.
	Coordinate maintenance around performances, rehearsals and other site activity, working with the relevant teams to limit disruption.
	Oversee the upkeep of external spaces and grounds within the agreed facilities remit.
	Plan and deliver agreed estate projects, coordinating suppliers, budgets, permissions and approvals, including planning permission where required.
Maintain constructive relationships with neighbours on matters affecting the site and its upkeep.	
Health, safety and compliance	Coordinate implementation of Pitlochry Festival Theatre's health and safety arrangements across the site, monitor actions and promptly escalate significant risks.
	Maintain schedules and records for building-related compliance checks, including fire safety systems, emergency lighting, electrical and water systems, as applicable.
	Work with managers on risk assessments, safe systems of work, incident reporting and corrective actions, ensuring each area's operational responsibilities remain clear.
	Coordinate site emergency arrangements, relevant training and drills with those responsible for delivery in each area.
	Check that contractors have appropriate competence, insurance and safe working arrangements before work begins.
Coordinate the operational application of data protection requirements within the facilities and IT remit, escalating specialist GDPR matters through the appropriate PFT lead.	
IT systems and support	Act as the operational contact for Pitlochry Festival Theatre's IT provider, coordinate support requests and follow through on faults and service issues.
	Maintain an inventory of routine IT equipment and services, coordinate replacements and supplier access, and monitor the performance of IT contracts.
Escalate significant outages, data security concerns and decisions requiring specialist technical advice through the appropriate Pitlochry Festival Theatre channels.	
Contracts, costs and delivery	Control facilities, maintenance, utilities and IT spending within approved budgets and delegated authority; monitor commitments and explain variances.
	Obtain quotations, place orders and manage service contracts in accordance with Pitlochry Festival Theatre's procurement and approval arrangements.
	Check the quality and completion of contractor work, challenge poor service and maintain accurate contract and renewal records.
Identify repairs, renewals and investment needs and provide practical costed options for approval.	
Contracts, costs and delivery	Direct and support any facilities staff assigned to the role, setting clear priorities and following through on delivery.
	Provide accurate operational information for Creative Scotland, Carbon Creative Scotland and other funder reporting, working with the relevant PFT leads.
Support delivery of PFT's Sustainability Strategy through estate, utilities, procurement and maintenance decisions.	
Role boundaries	The role has no management responsibility for front of house, box office, hospitality, retail or income generation. Production technical equipment and production-specific safety arrangements remain with the relevant technical specialists. The Head of Operations works with them on shared building systems, site access, contractors and risks affecting the wider premises.

Experience & Attributes

Requirements	Essential	Desirable	Assessment Method
Qualifications and Knowledge	IOSH Managing Safely, or equivalent health and safety training, with practical experience applying it to risk assessments, contractor safety and building compliance.		Application / Interview
	Working knowledge of workplace health and safety, fire precautions and building-related statutory checks, with the judgement to seek specialist advice where required.		Application / Interview
		NEBOSH National General Certificate in Occupational Health and Safety, or an equivalent qualification; additional fire safety or facilities management training.	Application / Interview
Skills and Abilities	Practical experience managing buildings, facilities and planned and reactive maintenance, ideally in an occupied public-facing venue.		Application / Interview
	Experience supervising contractors and suppliers, checking work and keeping clear maintenance and compliance records.		Application / Interview
	Ability to manage operational budgets, obtain value from contracts and identify costs before they become pressures.		Application / Interview
		Experience in a theatre, arts venue or other live, public-facing environment.	Application / Interview
		Experience managing grounds or a mixed-use estate.	Application / Interview
	Confidence coordinating external IT support and resolving routine service issues without needing to be an IT specialist.		Application / Interview
	Strong organisational and communication skills, with a calm, practical approach to urgent problems and competing priorities.		Application / Interview