

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.

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About this role

Job Title:	Operations Director
Responsible to:	Executive Director
Responsible for:	Head of Operations and Commercial, Facilities Manager
Main relationships:	Facilities team, Front of House team, Senior Management team, Artistic Director, Board of Trustees, Head of People, Technical Manager, IT support company

The Operations Director is responsible for all strategic operations of Wiltshire Creative's operating areas which include Salisbury Playhouse, Salisbury Arts Centre and Salisbury International Arts Festival.

They will oversee premises and facilities operations, visitor experience at events, events management (both artistic and commercial) and support services, such as IT and health and safety across the business. For the avoidance of doubt, technical management and services are not included in this role. This is a key role for the organisation and will be part of the Senior Management Team to ensure the smooth running of the organisation and that key business requirements are met.

The Director will have an important role to play in supporting the Executive Director in delivering our upcoming Capital Project, ensuring that day to day operations are managed whilst we undergo major refurbishment. This will involve overseeing the closing of Salisbury Playhouse in a way that ensures the refurbishment project can proceed and the reopening once the project is complete.

This role presents an opportunity for an experienced Operations Director to join an exciting arts organisation at a time of transformation, keeping operations running and contributing to our new five-year strategy as we embark on a period of growth and change.

Key responsibilities

Premises Management

- To develop a strategic 5-year Capital Investment Plan for both premises, both until closure of SPH and for 5 years post-opening.
- To work with the Facilities Manager to ensure that all facilities and premises are maintained and operated so as to ensure the welfare of all users and to ensure all risks are managed
- To oversee the development of comprehensive risk assessments as necessary across facilities and operations.
- To oversee the development of comprehensive Operations Manuals for both premises and operations.
- To oversee the planned and reactive maintenance plan for all premises and ensure that this is delivered to budget
- To lead on the environmental sustainability plans that WC will implement.
- To agree maintenance and cleaning schedules with the Facilities Manager, ensuring that the premises are regularly serviced and maintained to an appropriate standard and within budget
- To oversee the procurement of all service contracts in line with the Procurement Policy including regular reviews of existing facilities' contracts, to ensure environmental responsibility and best value
- To work closely with the Executive Director on Capital plans for the development of Salisbury Playhouse, to achieve greater accessibility and environmental sustainability

Commercial, Front of House and Visitor Experience

- To oversee development of a Commercial Strategy including marketing and delivery of the strategy.
- To oversee the delivery of a high-quality visitor experience for audiences, public and commercial clients providing a safe, welcoming and inclusive environment for all
- To oversee the development of a Continuous Improvement strategy and plan to increase the quality of service

- To support the development of staff Continuous Professional Development plans to drive career development
- To oversee the provision of an appropriate duty management service maintaining public and staff safety as a priority
- To ensure the efficient and effective operational management of the commercial trading function
- In collaboration with other senior managers, to represent Wiltshire Creative at local commercial events – e.g. Chamber of Commerce and Purple Flag, to cultivate commercial opportunities and as part of Wiltshire Creative's civic role

Health & Safety

- To take joint responsibility for developing and implementing the Company's Health and Safety policy and procedures with the Production and Technical Director
- To ensure that the Company's Health and Safety policy is fully promoted within all departments and that arrangements have been made to carry out the policy
- To act upon any issues raised by staff or colleagues regarding public safety within the building
- To be responsible for the security of the premises and to be one of the designated key holders, able to respond to callouts for building related emergencies
- To maintain emergency and disaster recovery plans in collaboration with the Senior Management Team
- To ensure that all necessary Operations risk assessments are in place including fire risk assessments and evacuation procedures
- To hold responsibility for premises licences, fire safety and public liability

Financial and IT/Digital Infrastructure

- To support development of budgets and oversee all relevant areas of the income and expenditure of the business (commercial income/premises overheads etc) in close cooperation with the Finance Director.
- To oversee delivery of commercial income targets
- To advise on and implement appropriate business wide systems to drive efficient operations (e.g. YesPlan and a digital maintenance tool)
- To manage the IT support company relationship as a main point of contact alongside the Head of Facilities to ensure system security and smooth operations
- To develop and maintain efficient and effective contractual arrangements with the IT Support Company, ensuring best value
- To take lead responsibility for IT software decision making
- To support the Facilities team in overseeing the company's SharePoint platform, referring to the external IT Support Company where necessary
- To work with other departments to ensure continued integration of existing and new systems and provide support where appropriate

Management and Strategy

- To work with all departments to ensure effective communication around operational activity
- To lead the Commercial, Front of House, and Facilities staff ensuring efficiency in all areas, providing clear direction
- To work strategically with the Senior Management team to increase organisational efficiency
- To contribute to the collective leadership of the organisation and support the development and delivery of our strategy
- To lead the development and delivery of an annual operational plan, aligned with the organisation's strategic priorities and financial targets
- To support major organisational initiatives including capital developments, partnerships, and new income generating activities

General

- To always act in the best interests of Wiltshire Creative, positively enabling delivery of our objectives and acting as an ambassador for our work
- To abide by Wiltshire Creative's policies, including the staff handbook and associated people policies, and Safeguarding, Health & Safety and Sustainability policies
- To promote and champion Wiltshire Creative's values through actions and behaviours
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To attend staff meetings and other internal meetings, unless delivery of planned programme of work prohibits
- To support the work of other departments through effective collaboration when required
- To seek continuous improvement in processes, standards and knowledge
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management

About you

- Previous senior manager experience of Operations in an arts, culture, or visitor attraction venue
- Proven ability to engage and motivate teams across functions
- An understanding of building and facilities management
- Financially literate with budget setting and analysis experience
- Experience of strategic commercial income generation within a charitable, arts or hospitality setting
- Strong inter-personal and written communication skills
- Familiarity with current Health and Safety legislation, particularly in a public venue
- IT literate with an understanding of software and IT projects
- Confident in stakeholder management and able to represent the organisation publicly at network events

Terms and Conditions

Salary	£50,000
Type of Contract	Permanent
Location	Salisbury (Playhouse or Arts Centre)
Hours of work	40 per week, usually Monday to Friday 9am to 5pm
Holiday	29 days per annum rising in line with length of service
Benefits	• Wiltshire Creative offers an auto-enrolment pension scheme through People's Pension, with 3% employer contributions based on qualifying earnings, subject to eligibility • 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 • Cyclescheme • Computer Scheme • Interest-free travel season ticket loans 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 Monday 9 November 2026 with interviews taking place in weeks commencing 16 and 23 November 2026. There will be two interview for this role.

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.