

RECRUITMENT PACK



factory
international



Operations Director

Factory International is the organisation behind Manchester International Festival (MIF) and the landmark new cultural space, Aviva Studios – helping to put Manchester on the map as a world-leading destination for art.

Producing an ambitious year-round programme of original work and one-of-a-kind events, Factory International builds on the magic of MIF – hosting the Festival every other year at its new home and venues across Greater Manchester.

Rooted in the city, Factory International creates space for the world's most exciting artists to invent tomorrow together, while supporting next generation of local talent into the creative industries. It will be a place to come together, to create, invent and play!

Want to join us?

At Factory International we'll be:

- Finding new ways to think about, bring to life and distribute our work
- Offering opportunities for employment, training and learning across the region
- Establishing an open, far-reaching and sustainable space for exploration – loved locally and celebrated worldwide

So it's official: we are shooting for the stars. **Can you help us by joining our Operations Director?**

At Factory International we have a simple but ambitious vision: **To Invent Tomorrow Together.**

Our Mission - Through art, music and culture, in digital and physical space, our mission is to create the meeting points between imagined futures and real lives.

We believe in being open, inventive, equitable, determined and international. These are the values we embody through the work we do and how we do it – representing Greater Manchester and making Factory International a great place to work too.

Front cover photo: *Free Your Mind* at Aviva Studios. Photo by Marco Cappelletti, courtesy of OMA and Factory International

Image: Keith Khan's *The Accountants* at Aviva Studios, May 2024 © Tristram Kenton



EQUITY AND INCLUSION

Factory International is grounded in our city and engages with the world. We aim to reflect the great diversity of Manchester, and our planet, in all aspects of our work – artists, audiences, staff, participants, board members, and partner companies. We invite and welcome input on how we can do this effectively from the many individuals and communities with whom we aim to work in ever more exciting ways.



John McGrath
Artistic Director and Chief Executive,
Factory International

As of December 2024, we have 212 staff – of which 26% are from Global majority backgrounds, 22% declared themselves as having a disability and 33% identified as LGBTQI+.

We are continually reviewing recruitment processes and our internal support for all employees as part of our ongoing commitment to diversifying the workforce in the creative industries.

Factory International has a detailed Equalities Action Plan, which includes an Equalities Working Group, reporting to Executive and Board, and sub-groups with specific communities, including Diasporic Equality & Equity Group, Pride (LGBTQI+) Group, Disability Representation Group, Gender Equality Group and Socio-Economic Mobility Group.

Operations Director

Reports to	Executive Director
Responsible for Facilities Manager	Head of Welcome, Venue Presentation Manager, Security Manager,
Strategic lead for	Visitor Experience & Safety, Venue Operating Protocols, Health & Safety, Compliance, Major Incident and Emergency Planning, Insurance, Venue Security Strategy, Service Contract Procurement
External Contract Management	Security company (FGH), Cleaning Provider (Floorbrite), Insurance providers. Through Facilities Management – Facilities Management Contract (CBRE)
Salary	from £65,000 per annum (dependent on experience)
Contract	Permanent
Location	Manchester
Hours	40 hours per week
Closing Date	16 February 2025

JOB SUMMARY

This new role at Factory International is central to embedding the organisation into our new home - Aviva Studios. Over the past three years Factory International has grown into a large complex organisation, now responsible for a major new cultural venue delivering a ground-breaking year-round programme. We are seeking an exceptional operational leader, with a commitment to rigour and excellence, with passion and determination, to help us build the success of this exceptional destination in the heart of Manchester.

The Operations Director is the key point of contact for all teams and departments in assessing the practicalities, operational logistics and risk implications of events and activities taking place within Aviva Studios and in the public realm.

The Operations Director will lead on management of operational risk across the organisation including H&S, Emergency Planning, Disaster Recovery and Fire Safety.

They are the driving strategic force behind the Visitor Welcome shaping the Visitor Experience Strategy, overseeing the Visitor Welcome Team and contract management of our external security partner.

The Operations Director will ensure that efficient operational systems and controls are in place to manage Factory International @ Aviva Studios' Day to day activities, ensuring also that the company's operation and it's building is safe, compliant and can help deliver the objectives of the business and the welcome we extend to all our visitors.

Through management of the Facilities Team, they will be accountable for planned preventative maintenance programme, reactive maintenance and act as senior contract liaison with the third-party Facilities Management partner (CBRE).

The Operations Director will work closely with creative, design and event teams to oversee the uniquely dynamic social spaces at Aviva Studios, reflecting the changing seasons and needs of different events and productions, while considering the commercial requirements of the site and working proactively with the Commercial Teams to drive revenue across the venue.



RESPONSIBILITIES

Venue Operations

Accountable for all aspects of Aviva Studio operations – inputting into strategic planning and programming schedule, guiding the organisation on legislative and regulatory compliance, and ensuring standard operating procedures and manuals are regularly updated and relevant licences and consents are in place.

Oversight of the reactive and preventative maintenance strategies and ensure that the venue is presented to the highest standard for the public, artists and those working there.

Event & Programme Delivery

Bring high level expertise and insight to the scoping and planning of the varied events that make up Factory International's programme. Lead on compliance, risk mitigation, safety and operational best practice to support delivery of the in-venue and Festival programmes.

Support delivery of commercial initiatives through close engagement and operational planning with the Commercial Teams and the Food & Beverage partner.

Visitor Experience

Drive the design and ongoing development of the Visitor Experience Strategy. Leading the Welcome teams to deliver a generous, warm and inclusive welcome.

Accountable for the presentation and 'look and feel' of our venue and public realm at Aviva Studios, collaborating with colleagues to strengthen the commercial performance and overall destination appeal of the venue and site.

Maintain the safety and security of visitors, through the management of risk, overview of security strategy and through close work with the Head of Welcome on staff and volunteer training programmes.

Emergency Planning

Accountable for the ongoing development of major incident, business continuity and emergency plans, including disaster recovery, Fire Safety and counter terrorism. Ensuring end to end processes are compliant, fully trained in and communicated to all staff.

Work closely with the Director of Audiences to refine the Crisis Communications plans ensuring consistency and alignment across a range of incident scenarios.

Security

Accountable for the delivery of the security strategy and to actively manage the outsourced security contract. Lead on procurement for renewal or additional third-party security services.

Health & Safety

Responsible for building out the Health & Safety policy and organisational delivery plan including accident reporting and investigation processes and first aid provision.

As Chair of the H&S Steering Group, ensure that all plans and policy are communicated and trained to all staff and stakeholders. Maintain compliance through regular reviews.

Keep up to date with any changes in Health & Safety legislation and provide reports to the Executive Director in order that the Board and CEO can exercise their full oversight responsibilities.



Insurance, Risk & Contract Procurement

Identify risk and manage mitigation for Aviva Studio operations including managing the organisation's insurance broker relationship and ensuring adequate up to date cover.

Lead renewal negotiations or retendering process for key service partners e.g. cleaning, security and facilities management contracts, ensuring favourable commercial terms and alignment with Factory International values.

Support the Executive Director and CFO in refining the Company Risk register, contributing to quarterly updates shared with the Executive Leadership and Board of Trustees.

Stakeholder Relations

Strengthen key external stakeholder relationships ensuring FI is positively represented at all relevant meetings, including: Manchester City Council, blue light agencies, St John's Estate and local business and resident forums.

General

- Actively engaging with the organisation's vision and policies regarding equality, representation and inclusion, artistic ambition, participation and engagement, health and safety, sustainability, reporting evaluation and monitoring
- Training and talent development is central to the way that Factory International work. All job roles are expected to contribute to our training and development activity, contributing time to supporting our training programmes on site and occasionally off site
- To work closely with the Executive and Senior Management Team to aid the development of the overall vision, direction and tone for Factory International
- Any other duties that are commensurate with the post

FUTURE FLEXIBILITY

Factory International is currently undergoing a significant period of organisational change as we grow and develop to operate the venue. Any new appointees will be required to show a flexible approach to this process – which may involve revisions around job description, titles, roles and departmental structures



PERSON SPECIFICATION

ESSENTIAL - Experience & Skills

- Comprehensive experience in managing venue or site-based operations with proven ability to work at a senior level within a complex organisation, to lead, inspire, and motivate a diverse team within a fast-paced operational setting
- Ability to drive forward our unique visitor experience, ensuring a welcoming, inclusive and safe environment and delivering consistent quality and accessibility for all
- Experience in developing and implementing emergency planning, major incident and business continuity strategies informed by practical experience of security strategies, crowd management, counter terrorism preparedness and fire safety
- Knowledge of licencing compliance and Health & Safety legislation, including NEBOSH or equivalent qualification/practical experience level
- Experience of supporting the scoping planning and delivery of large-scale events
- Track record of successfully procuring and managing third party service contracts
- Strong budget management and record of thinking innovatively in balancing cost control with quality and high performance
- Confidence in written and verbal communication, underpinned by excellent IT and organisational skills
- Willingness to work irregular hours, including weekends and evenings when required
- Commitment to championing representation and inclusion at every level of the organisation with a proven ability to work with people from a wide range of backgrounds
- Willing to get take relevant statutory checks eg DBS (Factory International can support with processing and payment)

Attributes

- Great interpersonal and diplomatic skills for working closely with departments and teams with competing priorities and focus
- Confidence to represent Factory International with the public and with external partners communicating an understanding and enthusiasm for the vision and values of the organisation
- Appetite for creative problem solving and generating solutions
- Highly organised with ability to work at pace with close attention to detail and quality

Desirable Experience

- Background in cultural, creative, events or leisure venues
- Knowledge of sustainability practices and innovative operational strategies
- Track record in contributing to strong commercial results



- Familiarity with capital planning, planned and reactive maintenance strategies
- Experience of working with venue scheduling software and BMS systems
- DPS/Personal Licence holder
- Formal qualifications or training in: Crowd Management, Experience Design, Project Management, Emergency Planning

FLEXIBILITY

Factory International has a wide range of projects happening at differing times, with many of our roles requiring some capacity to work outside of usual office hours. This is taken into consideration when designing job descriptions and setting salaries. We aim to support all staff to work flexibly and according to their capacity and work closely with staff members to ensure a manageable workload.

PROBATION

There will be a six-month probationary period for this position, during which your notice period will be two weeks. The notice period will increase to three months once the probationary period is complete

STAFF BENEFITS

- Annual leave entitlement is 25 days a year plus public holidays (pro rata dependent on hours of work)
- Pension: Auto enrollment begins three months after start date and payments are matched for the first 5% of employee's contribution
- Factory International offers a travel loan scheme and cycle to work scheme via salary sacrifice
- Mediacash Health Plan: auto enrolment begins after three months service for all eligible employees
- We are committed to supporting employees with their personal development, regularly offering organisation-wide training such as Carbon Literacy, BSL or Mental Health First Aid, along with department specific and individual training opportunities
- Factory International have a Staff Development Fund - £200pa accessible to eligible employees who have passed their probation - for tickets, events, training, or development opportunities



GUIDANCE FOR APPLICANTS

Factory International is committed to equality for everyone and we encourage you to apply no matter what your age, caring responsibilities, disability, gender, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion or belief and sexual orientation.

Factory International is an inclusive employer. We value difference and recruit by merit based on fair and open competition. We welcome candidates from all backgrounds and from all sectors.

We are particularly committed to supporting applications from individuals with backgrounds or social groups that are currently underrepresented in the creative industries – including those within South Asian communities (particularly Bangladeshi, Indian and Pakistani), African and Caribbean communities and Deaf and disabled people, as well as individuals from lower socio-economic backgrounds. We will support any access requirements you may have during the recruitment process and ensure that reasonable adjustments are in place as required by the Single Equality Act 2010.

As part of Factory International's commitment to being a Disability Confident employer, all disabled applicants who meet the essential criteria for a job vacancy will be interviewed, please refer below on clarification when this may not be possible. To be considered under the Guaranteed Interview Scheme, applicants will need to declare that they have a disability.

It is important to note that there may be occasions where it is not practicable or appropriate to interview all disabled people who meet the minimum criteria for the job. In certain recruitment situations such as high-volume, seasonal and high-peak times, the employer may wish to limit the overall numbers of interviews offered to both disabled people and non-disabled people.

If you require any access support if selected for interview or require further information (including requests for printed forms or access support), please inform the Factory International via recruitment@factoryinternational.org

Factory International are committed to safeguarding and protecting the people that use our facilities, engage in our activities and events, creating a setting where everyone feels welcome and safe. Where roles are subject to a safer recruitment process this will include scrutiny of employment or training history (where relevant), robust referencing and may include a check on criminal record history if the role involves contact with children, young people or adults at risk. This is in line with our DBS & Ex-Offenders Policy and the Rehabilitation of Offenders Act 1974.

During recruitment, the selection panel will be shortlisting based on what qualities, skills and experience you may bring to the role. The attached job description is an overview of the type of work the successful candidate will undertake and is not an exhaustive list.

