Ghostwriter.

JOB DESCRIPTION.

Job Title:	Operations & Project Manager	**Dated:**	1/12/25
Contract:	Full time – hybrid working		
Location:	Office location to be agreed, with UK travel as requested to meet the requirements of the role		
Responsible To:	Director of Venues		
Staff Controlled:	Operational freelancers		
Salary:	£38,000 - £42,000 per annum		

COMPANY OVERVIEW.

With a foundation built on senior leadership roles at some of the UK's largest entertainment companies, Ghostwriter brings high-level industry expertise combined with a fiercely independent spirit. With an eco-system comprising of three pillars – Venue Partnerships, Consultancy and Pink Dot, we are firmly embedded in the UK's live music & event industry.

At the heart of our venue partnerships is an innovative, artist first model, tailored to a diverse portfolio of spaces. Leveraging extensive industry knowledge, we provide a "head office function" for our partner venues, implementing robust systems and processes to ensure they are safe, efficient, financially viable, competitively positioned, well marketed, programmed and operationally flexible.

Our promotions arm, Pink Dot, acts as both a promoter in our own right and as a consultant for our clients representing their vision, successfully bringing to life a wide variety of projects, venues, and events.

Whether providing consultancy for a venue or at an event in a green field site, at any scale or size, our approach and objective remain the same; safe and memorable experiences, professionally delivered, for artists, promoters, partners, and above all else, music fans like us! Regardless of the project, we stand in the background and help our clients venues, brands and events shine.

RESPONSIBILITIES.

- Ensure efficient protocols, systems and operations for all live events at partner venues, client events, and self-promoted events.
- Develop standard operating policies and procedures across the departments to streamline and improve effiencies.
- Lead the roll out of any new processes and procedures reporting on compliance, bugs, issues and fixes
- Project manage special projects including consultancy projects, software projects and prospective projects through methods such as gannt charts and workflow systems.

- Regular reporting to SMT and the board about clients, projects and venue progress.

GENERAL DUTIES.

- To work with the Senior Management team at the Ghostwriter Partner Venues and other such venues as directed to assist in the programming and delivery of events. At all times working both efficiently and effectively ensuring that the events diary is commercially maximised and all statutory duties are discharged.

- To act as and when directed as a Site Manager or Event Manager for large scale outdoor events produced by the company for the company's benefit or that of its clients.

- To act as and when directed as an Operations Manager for large scale events produced by the company for the company's benefit or that of its clients

- Both the above Site, Event & Operations Management roles will require you to work on specific events sites across the United Kingdom.

- To assist the Directors with specific tasks as directed.

- This job includes working anti-social hours

SPECIFIC DUTIES.

Professional Strategy & Business Direction:

- To contribute to the effective running of the business.

- To help evaluate potential new business opportunities.

- To contribute to planning and future strategy as required.

- To be the day-to-day contact for the Company with its partner venues / clients

- Design, develop and deliver short and medium term business decisions to ensure the success of the Venues within the estate.

- To instigate and lead estate wide projects to improve efficiencies and improve the operations of the whole business.

- In conjunction with the venue management, ensure that individual Venues have the appropriate resources, including staff and facilities, to meet its business objectives.

- Develop, train and guide other staff memebers to ensure all company policies, including Health and Safety, are followed at all times.

- Identify and assist in the assessment of potential new partner venues and consultancy projects including the roll out of onboarding procedures.

Maintain Monitor Plan and Control (Venue/Event):

- Work with clients, partners, suppliers and venue staff to ensure all systems are maintained.

- Conduct venue visits and audits and assist in moving partner venues onto new systems and providing

training for clients and staff.

- Act as Duty Manager or GW Rep where required
- Work with clients, partners, suppliers and venue staff to audit and ensure all statutory (including LOLER) requirements are discharged, conforming to all Health & Safety procedures including any new legislation.
- Work with the Directors / Venue Management to set budgets, maximise the events diary and assist in expanding the commercial viability of the venues/contracts.
- Work with venue management staff to ensure that event show reports are complied and disseminated within the agreed timelines on event completion.
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- Maintain show logs and finanacial reports of venues and individual events both internally and for our clients including PRS and FEU logs.
- Continually review systems for suitability and potential upgrading.
- Develop a system for venue operations and audits - daily/weekly/monthly/annual checklists - show and building operations

Staff Management:

- Work with venue production / technical staff to ensure that such departments are staffed within budget on events.
- Work with venue production / technical staff to ensure that all staff are trainedas required and where possible and appropriate assist in the planning for adequate succession management.
- Ensure that annual appraisals and staff files are maintained for all full-time staff when under your control (Ghostwriter).
- Ensure that all staff within your direct control are managed to the standards as laid out in their job descriptions.

Internal and External Communication Skills:

- Liaise with the accounts function (Ghostwriter & Client) and other functions / bodies where appropriate.
- Ensure a smooth flow of information both internally and externally.
- Represent the company as required at functions and events ensuring that topics and agendas are reported back to the Director
- Liaise with all sub-contracted staff and groups to ensure the clients, partners, suppliers and venue and Ghostwriter receive best practice and service.

Business Administration:

- Assist the staff including Head of Production, Programmers and Event Managers in the production of event paperwork and ensure its appropriate filing and dissemination to the appropriate clients and parties, this will include but not limited to Contracts, Event Safety Paperwork, Artiste & Venue Advances, Supplier Bookings and supporting documents not limited to insurance documents, training records and risk assessments.

- Support the Directors in the development of company policies ensuring compliance in all areas of the business.

- Attend and contribute to staff meetings.

Other reasonable duties as and when required, including for the avoidance of doubt duties for or on behalf of Giglab, company number 16755877

KEY SKILLS AND QUALIFICATIONS.

- Proven experience in venue operations management of multi room- venues above 600 capacity.
- Strong understanding of live music and clubs
- Strong project management skills and attention to detail.
- IOSH Managing Safely at Events as a minimum
- Personal Licence Holder (England)
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Creative thinking and problem-solving abilities.
- Clean Driving Licence

OPPORTUNITIES FOR GROWTH.

- Potential for career development within the company.
- Opportunities to work on high-profile events and projects.
- Professional development and training programs.
- Attend industry conferences and festivals

PERFORMANCE METRICS.

The effectiveness of the position will be measured by:

- Achievement of operational profitability and targets.
- Level of staff performance, motivation and morale within Ghostwriter Consultancy & Events Ltd and across our partner venues / clients.
- The delivery of completed and accurate event-based paperwork.
- Commercial expansion of partner venues and the client's diary.

BENEFITS.

- Competitive salary
- Flexible working hours
- Professional development opportunities
- Hybrid working

POSITION IN SENIOR MANAGEMENT.

As a key member of the senior management team, the Operations & Projects Manager will play a crucial role in developing and executing the company's vision, and will be actively involved in making key decisions that influence the future of the business. This position provides a unique opportunity to contribute to the overall growth and success of Ghostwriter Consultancy & Events, ensuring that our operations strategies align with our broader company goals and objectives.

ACCOUNTABILITY.

The effectiveness of the position will be measured by:

- Achievement of operational profitability and targets.
- Level of staff performance, motivation and morale within Ghostwriter Consultancy & Events Ltd and across our partner venues / clients.
- The delivery of completed and accurate event-based paperwork.
- Commercial expansion of partner venues and the client's diary.