

Head of Operations Job Pack

The Bush Theatre is looking for an experienced, proactive and highly organised **Head of Operations** to manage the day to day operation of our venue, and oversee all of the company's commercial activity.

Please note that this position requires working on site.

We welcome applicants with a broad range of experience from both within and outside the arts sector, valuing appropriate transferable skills where they can be articulated with precision and clarity.

Background: A New Chapter

Opened in 1972, the Bush Theatre is internationally renowned as 'the place to go for ground-breaking work as diverse as its audiences' (Evening Standard).

A champion of playwrights and operating in one of the most culturally diverse areas of London, the Bush Theatre is committed to its local community and the wider artistic community. Braiding these two strands of work together, the Bush produces an engaging and challenging programme that reflects the world we live in.

A champion of new work, the Bush produces an engaging programme that asks the big questions of the world we live in. The Bush also develops brilliant theatre makers through artist development programmes that have fed the wider entertainment industry for decades. These artists stand alongside established names in a theatre where different communities are entitled to shape the future through fearless storytelling.

Recent successes include multi-award-winning productions *Red Pitch* by Tyrell Williams and *Shifters* by Benedict Lombe, which both transferred to the West End and have gone on to international tours and transfers (including Sweden, Washington, and New York), and *Invisible* by Nikhil Parmar, which transferred Off-Broadway. Richard Gadd's *Baby Reindeer* (now a hit Netflix series), Igor Memic's *Old Bridge*, Waleed Akhtar's *The P Word*, and *Sleepova* by Matilda Feyişayo Ibini (which also transferred to Washington) won the Olivier Award for 'Outstanding Achievement in an Affiliate Theatre' in 2021, 2022, 2023, and 2024 respectively, and nominated for Best New Production in Affiliate Theatre in 2026. *Not Your Superwoman* by Emma Dennis Edwards, staged in 2025, included the highly celebrated cast Golda Rosheuvel and Letitia Wright.

Why Join Us Right Now?

It is an incredibly exciting time to join the Bush Theatre. Our new leadership team has just announced Taio Lawson's first season of productions, marking the beginning of an ambitious new creative era.

As Head of Operations, you will play a central role in bringing this creative vision to life across our physical spaces - leading our Front of House, Cafe Bar, Events & Hires, Health & Safety, and Building Management functions to deliver an exceptional visitor experience and keep the venue running seamlessly.

You will join us at a defining moment of artistic and organisational growth. In this role, you will ensure our daily operational culture reflects our commitment to a theatre industry that is pluralistic, compassionate, and fearless. By fostering an accessible, safe, and high-performing environment where daring theatre flourishes and marginalised artists ask the big questions of today, you will ensure our space connects deeply with visitors, maintaining a distinctly local community heart alongside a resonant national impact.

Alongside overseeing daily venue operations and health and safety compliance, you will drive commercial resilience by optimising performance across the Library Bar and our private events and hires. You will maintain our operational infrastructure to ensure the long-term sustainability of the organisation, safeguarding our physical home for the next chapter so that the Bush continues to support West End and international transfers while remaining a vibrant, secure, and welcoming environment for all communities.

[Meet the Bush team](#)

Head of Operations Job Description

Reporting to: Executive Director and Co-CEO

Responsible for: Front of House and Venue Manager, Cafe Bar Manager, Hires and Events Producer and oversight of contracted and casual venue staff

Purpose of the role

The Head of Operations is responsible for the smooth and efficient day-to-day running of the Bush Theatre with particular focus on the systems and operations of our building, including overseeing all of our commercial activities. You will lead our front of house, bar and events departments and play a lead role in operations, as well as a supporting role in compliance and capital project planning.

Main Duties and Responsibilities

Venue Operations, Visitor Experience and Commercial Enterprise

- Support the development of business strategies for Visitor Experience, Bar, Food, and Events ensuring maximum income for the charity and an accessible offer for our community
- Oversee Venue operations, line managing the Front of House and Venue Manager and ensuring that the Bush provides excellent customer care and high standards of service to all visitors.
- Work with the Venue and Marketing team to ensure our access provision is appropriate and inclusive
- Oversee the theatre's food and drink offer line managing the Café Bar Manager, supporting the realisation of ambitious commercial operations sales targets
- Oversee the Event business, line managing the Hires and Events Producer, ensuring maximum profitability and a welcoming visitor experience
- Oversee and strategise on the programming of a series of events to support bar income
- Oversee the management of the theatre's room-booking system and coordination of the booking of spaces for both internal and external needs
- Act as a keyholder for the theatre.

Building Management and Health and Safety

- Be responsible for operational management of the building including IT and telephone systems, utility contracts and maintenance contracts
- Ensure relevant safety and security procedures are in place and operational in consultation with the Venue and Technical teams
- Oversee regular maintenance of the building and assets are performed including PPMs, PAT testing and relevant risk assessments

- Manage any ongoing capital projects or maintenance issues delegating to the Front of House and Venue Manager as appropriate
- Manage, support, implement and abide by the theatre's Health and Safety Policy, ensuring that all members of the company are trained in and comply with emergency and safety procedures
- Ensure safety, environmental sustainability and the needs of our audience are being considered at design stage, attending design and production meetings as needed
- Oversee risk assessment procedures for productions and events and to sign off the auditorium when required
- Ensure the correct number of staff are adequately First Aid trained at all times
- Chair the Health & Safety Committee, ensuring incidents are recorded and relevant remedial actions taken
- To ensure adequate insurance cover is in place for premises, staff and productions and to liaise with the theatre's insurers regarding any issues or claims
- Ensure the highest standards of Child Protection and Safeguarding liaising with the Designated Child Protection Officer on ensuring the Safeguarding policy is up to date and implemented across the organisation
- Undertake DBS and other background checks as required
- Actively lead and monitor the Company's Environmental Sustainability Policy and Action Plan, ensuring all personnel are involved in its implementation and taking responsibility for reporting and certification of the theatre's environmental performance.
- Prepare NPO and Julie's Bicycle Environmental sustainability reporting as required by the Executive director, supporting other teams to gather relevant data

General

- Keep up to date with relevant legislation, compliance requirements and updates in building management and people practice
- Attend weekly operations meetings
- Attend read-throughs, sharings, preview, press and supporters' nights and other Bush Theatre events as required
- Attend regular Company meetings
- Actively develop and implement green policies and practices for the department
- Adhere to, and actively contribute to, Bush Theatre policies, including Equalities (diversity, access, and equal opportunities), Environmental and Health & Safety
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of the Bush Theatre.
- To act always in the best interest of the Bush Theatre
- Any other duties as reasonably required.

Person Specification

Essential Skills and Experience:

- Experience in a Head of Operations or comparable role in the Arts
- Experience of building management and contract management
- Knowledge of Health & Safety legislation
- An excellent understanding of commercial objectives and proven ability to meet ambitious targets within agreed timescales
- Proven experience as a line manager: managing, motivating and developing a wide range of staff, providing feedback and the use of performance management processes
- Experience of preparing and negotiating contracts
- Experience of procurement and resource management
- Numerate and financially aware, with experience of budget management
- Excellent organisation and planning skills with proven ability to work flexibly under pressure, to prioritise and to meet deadlines
- Proven excellent communication skills, written and verbal including report writing, presentations and interpersonal communications
- A high level of computer literacy and knowledge of IT systems, in particular with relation to Google Workspace

Essential Attributes:

- An affinity for the mission, vision and work of the Bush Theatre and a passion to play a key role in shaping and achieving the theatre's success
- Commitment to best practice
- A positive attitude, with a high level of self-motivation and a solution focused attitude towards work, with the ability to pre-empt problems, find solutions and plan in advance
- Understanding of and commitment to equal opportunities and diversity within our programme
- A demonstrable commitment to creating an inclusive and welcoming work environment
- Flexibility in relation to duties and working hours which will require evenings and weekends.

Desirable:

- Project management experience in a theatre setting
- Health and safety training qualifications
- Experience of Theatre or Arts venue management
- Experience of working with computerised accounts systems
- A commitment to environmental sustainability

Terms and conditions

Hours: 35 hours per week, across at least 5 days excluding a 1 hour unpaid meal break. Regular evening and weekend work will be required for this role

Salary: £38,000 per annum pro rata

Holidays: 30 days including Bank Holidays per annum pro rata
Rising to 31 days after two years' service
Rising to 32 days after four years' service

Probation: Three months

Contract Type: Permanent

Notice period: 1 month during probationary period, 3 months thereafter

Other Benefits:

- Interest-free season ticket loan (after probation) for employees.
- Cycle to work scheme for employees.
- Complimentary tickets to all Bush productions subject to availability.
- Enhanced holiday and additional holiday for length of service.
- Birthday holiday.
- Enhanced Maternity, Adoption and Shared Parental Leave policies.
- 20% discount on food and drink at the Library Cafe Bar.
- Access to a confidential counselling service.

How to Apply

We want you to have the opportunity to really tell us about yourself and explain why this position is right for you in whatever way feels most appropriate. Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (5 minutes max)

All applications will be judged on content not on format. We have suggested some options above, but if you would like to suggest an alternative let us know.

All applications should address the following questions:

- Tell us about your experience, skills and knowledge that mean you meet the person specification outlined in the Job Description; include demonstrative examples and achievements
- Tell us why this position interests you
- Tell us what you would bring to this role and the Bush Theatre

Application Steps

1. Read the Job Description and Person Specification.
2. Apply through our recruitment portal [Breathe HR](#). Include a CV.

You can upload video or sound files using the We Transfer service <https://wetransfer.com/>. When using this service, please include the We Transfer link in your Breathe HR attachments by including the link in your CV or submitting it on a separate document.

3. Complete our [Equal Opportunities Monitoring form](#). This helps us to better understand if our recruitment practices are accessible and equitable to all.

If you have any need for this information in a different format please contact our People and Culture Manager, Dorothy Ekema-Walla by email jobs@bushtheatre.co.uk or phone 0208743 3584.

Key Dates & Location

Deadline for applications: 23:59 Wednesday 11 November 2026

First Interview date: Friday 13 November 2026 - online

Second Interview date: Thursday 19 November 2026 - in person

Interviews **in person** will take place at the Bush Theatre, 7 Uxbridge Road, London, W12 8LJ. The nearest tube stations are Shepherd's Bush Market on the Hammersmith and City Line and Shepherd's Bush on the Central Line.

Inclusivity and Guarantees

If you are excited about this role and the work we do we want to hear from you even if you don't meet every criteria of the job specification. We are particularly keen to receive applications from underrepresented and marginalised groups such as people of North African, Sub-Saharan African, West Asian, East Asian, Southeast Asian, South Asian, Pacific Islander and Indigenous backgrounds, Migrants, LGBTQIA+ people and those who are disabled or neurodiverse.

Minimum Criteria Guaranteed Interview Scheme

As part of our Minimum Criteria Guaranteed Interview scheme, we will offer an interview to disabled candidates who meet the essential criteria for the role. If you consider yourself to have a disability or long-term condition and would like to apply through this interview scheme, please let us know by stating 'I would like to apply through the Minimum Criteria Guaranteed Interview scheme' anywhere in your application.

Offer condition

All offers will be subject to a minimum of two satisfactory references, proof of identity, right to work in the UK.

Data Policy

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.