

Citizens Theatre

Job Description

Role: Operations Director
Responsible to: Executive Director
Responsible for: FOH Manager, Bar & Events Manager, Building & Facilities Manager

Key relationships: Board of Directors, Senior Management Team

Purpose of the role

The Operations Director is a senior leadership role with responsibility for the full operational life of the Citizens Theatre. The post-holder will ensure that the building functions safely, efficiently, and sustainably; that audiences and visitors receive an outstanding welcome and experience; and that the organisation has the systems, compliance frameworks, and commercial infrastructure needed to thrive.

Working closely with the Executive Director and as a key member of the Senior Management Team, the Operations Director will contribute to strategic planning and organisational development and will attend meetings of the Board of Directors. The role carries direct leadership responsibility for a broad and diverse portfolio of functions and will line manage a team of departmental leads across operations.

Key responsibilities

Strategic leadership

- Contribute to the strategic leadership and overall direction of the Citizens Theatre as a member of the Senior Management Team.
- Attend and contribute to Board meetings, reporting on operational performance, risk, compliance, and capital.
- Lead the development and delivery of an annual operational plan, aligned with the organisation's strategic priorities and financial targets.
- Champion the organisation's commitments to equality, diversity, inclusion, accessibility and sustainability.
- Support major organisational initiatives including capital developments, partnerships, and new income-generating activities.

Building, facilities and estate

- Hold overall responsibility for the management and maintenance of the Citizens Theatre's estate, including all plant, equipment, and fabric of the building.
- Oversee relationships with maintenance contractors, specialist service providers, and capital project consultants.
- Ensure the building is safe, well-maintained, and presented to a standard befitting a nationally significant venue.
- Manage planned and reactive maintenance programmes, and lead on any future capital or improvement works.

- Be a key holder and be on call should issues occur out of hours.

Audience experience and front of house

- Oversee the delivery of a consistently excellent audience experience across all performances and events, ensuring the Citizens Theatre welcome is warm, accessible, and inclusive.
- Provide strategic leadership to the Welcome Team, setting service standards and supporting the development of FOH staff.
- Lead on access planning, ensuring the theatre meets its obligations and ambitions as an accessible venue for all.

Commercial income: café bar and hires & events

- Hold strategic responsibility for the theatre's earned commercial income streams, including the café bar and hire and events programme.
- Work with departmental leads to set and monitor annual income targets, developing the commercial offer in line with the theatre's brand and values, and taking a data-driven approach to income generation and profit margins.
- Identify opportunities to grow venue hire, develop the café bar offer, and attract new clients and audiences to the building.

Compliance, risk and health & safety

- Act as the lead responsible person for health & safety across the organisation, ensuring the theatre meets all legislative requirements and operates a robust, proactive safety culture.
- Hold responsibility for all relevant licences, permits, and regulatory compliance, including premises licensing, fire safety, and public liability.
- Develop and maintain organisational policies relevant to operations, health & safety, and compliance.

Sustainability and environment

- Lead the Citizens Theatre's approach to environmental sustainability, developing and delivering a credible strategy for carbon reduction and responsible operations.
- Engage with sector-wide sustainability initiatives and reporting frameworks relevant to Scottish arts organisations.
- Embed sustainable practice across all departments, tracking progress and reporting to the Board and funders.

IT and digital infrastructure

- Hold strategic oversight of the organisation's IT systems, infrastructure, and data management, working with internal teams and external providers to ensure robust, secure, and fit-for-purpose digital operations.
- Lead on procurement and renewal of IT systems, ensuring value for money and alignment with organisational needs.

People and financial management

- Line-manage a team of departmental leads across the operational portfolio, providing clear direction, support, and development opportunities.
- Hold budgetary responsibility for all operational departments, working with the Finance team to monitor expenditure and deliver within agreed parameters.

- Contribute to the recruitment, induction, and development of operational staff at all levels.

Senior Management Responsibilities

- Contribute to the collective leadership of the organisation and support the delivery of its strategic vision.
- Work collaboratively with colleagues to support artistic, operational, and community programmes.
- Promote transparency, accountability, and effective communication across the organisation.
- Model the organisation's values and behaviours through leadership and decision-making.
- Support the development of a positive, inclusive, and supportive workplace culture.
- Contribute to organisational planning, risk management, and performance monitoring.
- Represent the organisation where appropriate with partners, funders, and stakeholders.
- Support cross-departmental collaboration and organisational learning.

Organisational Commitments

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post
- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety Policy
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audiences and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business.

Person specification

Essential

- Substantial experience in a senior operational leadership role in a venue, cultural organisation, or complex public-facing environment.
- Proven ability to lead, motivate, and develop teams across multiple functions.
- Strong knowledge of health & safety legislation and compliance in a public venue context, with relevant qualifications or demonstrable expertise.
- Experience managing facilities, building maintenance, and/or capital works programmes.
- Track record of growing commercial income streams, with financial acumen and budget management experience.
- Familiarity with premises licensing, public entertainment licensing, or similar regulatory frameworks in Scotland.
- Experience with catering or hospitality operations, including licensing.
- Excellent interpersonal and communication skills, with the confidence and gravitas to engage effectively at Board level and with external stakeholders.
- Committed to the values of inclusion, access, and public benefit that underpin the work of the Citizens Theatre.
- Experience developing or implementing environmental sustainability strategies.

Desirable

- Experience working in a theatre, arts venue, or wider cultural sector organisation.
- Knowledge of Scottish Government Fair Work principles and their application in the cultural sector.
- Understanding of the funding environment for Scottish arts organisations, including Creative Scotland requirements.
- NEBOSH, IOSH, or equivalent health & safety qualification.

Terms and conditions

Contract type:	Permanent, full time (1.0 FTE)
Salary:	£55,000 per annum
Hours:	Your normal hours of work will be 35 hours per week, Monday to Friday, and such additional hours as are necessary for the proper performance of your duties. You are expected to offer reasonable flexibility in your working arrangements where it is considered necessary to undertake your duties and in the interests of the theatre, which may include evenings and weekends.
Overtime:	No overtime payments are available.
Holiday:	34 days per year, inclusive of public holidays
Pension:	The Citizens Theatre operates a contributory pension scheme (employer 3% / employee 5%)
Probation:	This post is subject to a three-month probationary period
Notice period:	2 weeks during probation; 3 months thereafter
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS. Due to the nature of this role it is expected that most work will be delivered on site, however, occasional remote working may be possible in line with company policies.
Benefits:	Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)

Cycle to Work Scheme
Training and development opportunities

How to Apply

If you are interested in an informal conversation about the role prior to application, or have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

To apply, please send us a copy of your **CV and a cover letter** of no more than **two pages A4** and complete the online **Equal Opportunities Monitoring Form**.

It is important in your cover letter to give us examples of what you have previously done that show us how you could be right for the job and why you're enthusiastic about joining the Citizens Theatre. You do not have to have previously undertaken all the duties in the job description, but you should tell us about your potential ability to do them.

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

Alongside the application you will be asked to complete an Equal Opportunities Monitoring Form online. This form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please send your CV and cover letter (two pages max) by email to: recruitment@citiz.co.uk.

(Please send as a Word document. Do not send as a Pages file, Zip file or Google doc, or use file sharing services such as One Drive or Dropbox.)

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

Deadline for applications: **Monday 24 August 2026**

First Interview: **Tuesday 8 September 2026** (may be subject to change, online meeting)

Second Interview: **Tuesday 15 September 2026** (may be subject to change, in person)

All applicants will be contacted with the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in the Citizens Theatre and we look forward to receiving your application.