

Pleasance Theatre Trust - Role Pack

Head of Operations September 2025

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About Pleasance Theatre Trust

As a registered charity, the Pleasance Theatre Trust aims to create a compelling platform to discover, nurture and support fresh artistic talent from across the globe.

Operating year-round in London and in Edinburgh during the Festival Fringe in August, the Pleasance has become renowned for delivering an inspiring programme year on year that uniquely embodies the spirit of the Fringe.

Our London base houses 2 theatres, whilst Pleasance Edinburgh is home to 23 performance spaces across 3 sites with an audience of over 500,000 across 27 days.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our team, experienced industry professionals stand proudly side by side with those just starting out. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).

About the Role

Role:	Head of Operations (formerly General Manager)
Department:	Operations
Line Manager:	Director
Line Manager To:	Operations Coordinator, Box Office Manager, Technical Manager, Events and Front of House Manager (permanent staff) Front of House Manager, EICC Producer, Artist Club Events Manager, Head of Welfare (fixed term, festival staff)
Key Relationships:	Director, Head of Finance, Head of Theatre, Head of Comedy, Head of Technical, London Operations Team, Head of Marketing and wider team as required.
Contract:	Permanent, Full-time (40 hours per week)

Role Description

The Head of Operations is the driving force behind the successful delivery of Pleasance's multi-site operation at the Edinburgh Festival Fringe, as well as our year-round home in London.

In Edinburgh, they are responsible for overseeing 300 staff, managing communications with 260+ performing companies and ensuring that the festival operation provides a first-class experience to over 500,000 attendees. Alongside exceptional people management, they take a strategic lead on financial planning and delivery, ensuring resources are used effectively across the scale of the festival. They place great emphasis on people, building strong relationships with a variety of stakeholders and navigating an often challenging environment through motivational leadership. In particular, they champion those just starting out in the industry through the Pleasance Festival Volunteer Programme.

In London, they ensure the theatre operates to a high standard at all times – from the quality of customer service provided to the standard of facilities within the premises. The Head of Operations directly manages the Technical and Guest Services departments (Box Office, Front of House and Bar) and acts as a conduit between all departments – including finance, programming and marketing. They take responsibility for ensuring that clear communication is maintained throughout the organisation, that budgets are carefully monitored, and that all team members have the information and support required to deliver their roles.

The Head of Operations will bring acute attention to detail, with strong financial planning and budget management skills, coupled with a process-driven approach to their work. They oversee the festival and operational budgets across Edinburgh and London, producing and monitoring financial projections and working cross-departmentally to ensure the organisation's significant aspirations are delivered in a cost-effective and sustainable way.

Key Responsibilities

Edinburgh Operations

- Oversee licensing, planning and compliance (health & safety, insurance, public entertainment licence), acting as a designated Person in Charge when required.

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- Manage relationships with site partners (EUSA, EICC, City of Edinburgh Council, University of Edinburgh, Fringe Society and other partner venues).
- Champion accessibility across all sites and ensure excellent customer experience, including complaint resolution.
- Support additional programmes (volunteering, schools and work experience) in collaboration with internal partners.
- Drive continuous improvement in festival operations and coordinate staff travel arrangements.

Edinburgh Productions

- Administer registration, contracting and communication for over 260 incoming productions, acting as primary contact.
- Oversee settlements, invoices and payments, ensuring accuracy and timeliness.
- Support Pleasance-produced and co-produced shows and manage merchandise operations.

London Office and Premises Management

- Manage day-to-day running and maintenance of public spaces, liaising with contractors and suppliers.
- Ensure compliance with Health & Safety policies and manage security and licensing requirements.
- Lead Guest Services and Technical departments, ensuring training, standards and clear communication across the theatre.
- Support fundraising for building improvements and oversee operational planning for special events or deviations from standard hours.

Human Resources

- Lead recruitment, contracting, onboarding and HR processes for permanent, freelance and festival staff.
- Champion the Pleasance's Festival Volunteer Programme and [Volunteer Values](#).
- Provide welfare support, pastoral care and encourage a positive, inclusive working culture.
- Line manage department heads (Guest Services, Arts Industry, Marketing, Press, IT etc.) and champion the Volunteer Programme.
- Oversee leave, sickness records and compliance with HR policy.

Finance

- Manage and monitor operational and festival budgets across London and Edinburgh, working closely with Finance and the Director.
- Oversee production invoicing, box office advances, cross-selling settlements and departmental budgets.
- Support income generation through sponsorships and partnerships.

IT

- Oversee IT infrastructure across both sites (network, box office/bar systems, security, office equipment), liaising with external IT support as required.
- Manage company Google systems (email, calendars, groups, security).

Diversity and Inclusion

- Lead on delivery of the organisation's EDI Action Plan and build partnerships to widen access and opportunities.

General

- Represent the Pleasance publicly, deputise for the Director as required, and contribute to Board reporting.
- Enhance services and revenue opportunities in London and Edinburgh.
- Attend press and gala events, ensuring the Pleasance maintains its reputation for high standards.

Please note, this list is not exhaustive and you may be required to undertake alternative or additional duties from time to time which are commensurate with your skills, experience and capabilities.

Personal Specifications

Essential Skills

- Experience in a senior management capacity within an arts environment, preferably festivals.
- Proven budget management and financial planning experience.
- HR knowledge and experience managing recruitment, contracts and staff welfare.
- Line management and a supportive leadership style.
- Excellent communication and interpersonal skills.
- Ability to work under pressure and to deadlines.
- Accuracy and attention to detail.
- Flexibility, patience and good humour.

Desirable Skills

- Mental Health First Aider.
- First Aid trained.
- Experience working on the Edinburgh Festival Fringe or a similar festival context.
- Experience running training and development opportunities.

Contract Terms

Contract Type:	Full-Time Permanent
Salary:	£42,000
Place of Work:	London (Jan-Jul) & Edinburgh (Jul/Aug), United Kingdom
Schedule of Work:	40 hours per week (Including evening shift work and remote support for casual team across weekends)
Right to Work:	All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application.

How to Apply

Application Timeline

Deadline: Applications close at 24th September at 5pm

Interviews: Week commencing 29th September

To apply for this role, you can make one of the following applications:

- **In Writing:** A written application can be made by emailing your CV and a cover letter explaining your suitability to the role to jobs@pleasance.co.uk with the role title and your name included in the subject line.
- **Audio:** An audio application can be made by emailing an .MP3 audio file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. Audio should be clear and easy to hear and understand. To submit an audio application email the file to jobs@pleasance.co.uk with the role title and your name included in the subject line. If the file is large please use a file sharing site such as www.wetransfer.com
- **Video:** A video application can be made by emailing a .MP4 or .MOV video file of your cover letter / suitability to the role. A verbal summary of your relevant experience can be given in place of a CV. There is no dress code for video applications. To submit a video application email the file to jobs@pleasance.co.uk with the role title and your name included in the subject line. If the file is large please use a file sharing site such as www.wetransfer.com, or upload a private video to a hosting site such as YouTube, Google Drive or Dropbox and send the link for viewing.
- Please can you also complete our [Equal Opportunities Monitoring Form](#) - all data is anonymised and stored in line with our GDPR Policy.

Application Process

The process has two to three stages:

1. An application
2. Interviews for shortlisted candidates
3. Second round interviews for further shortlisted interviewees if deemed necessary

How we assess your application

- Each application is assessed by someone who works in the team you are applying to - typically a manager with a knowledge of the requirements of the role. They will assess your application with a mixture of comments and scores for how closely they think you meet the requirements of the role. Requirements are outlined in the "What we look for in applicants" and "Role description" sections of this pack.
- The assessor will determine a shortlist of candidates for interview.
- You will be notified by email if you are shortlisted for an interview. Interviews take place in-person or online using Zoom.
- The interview will be conducted by 1 or 2 interviewers who have a knowledge of the requirements of the role. They will assess your interview with a mixture of comments and scores for how closely they think you meet the requirements of the role.
- If deemed necessary, a second interview will be conducted and will be an opportunity to discuss a particular area of the role in more detail.
- Due to the volume of applications received, we regret that we are unable to notify applicants that are not successful at the application stage or provide feedback.
- An update can be provided on the status of your application at any time by emailing jobs@pleasance.co.uk. We aim to reply to all enquiries within 7 days.

If your application is successful

- You will receive an offer by email, confirming the terms and other relevant information.
- You will be invited to discuss any access requirements you have so we can discuss what adjustments can be made together.
- You are welcome to ask any further questions prior to accepting the offer.
- After you accept your offer, you will be sent a contract to sign and any other relevant information.

Help

If you require help with your application you may contact us by:

- Email: jobs@pleasance.co.uk
- Phone: +44 (0)207 619 6868

We aim to reply to all enquiries within 7 days.

Equal Opportunities

At the Pleasance Theatre Trust we want our team to reflect wider society and welcome applications from all sections of the community - in particular from anyone currently underrepresented in the creative industries.

We welcome applications from everyone, regardless of background or social group. If you would like to have an informal discussion about any role available or anything in this pack before you submit your application please contact jobs@pleasance.co.uk.

You can also email to talk to us about your access needs. We discuss access with candidates at each step of the application process, so first we would discuss access for the application, then, if successful for the interview and then if successful, for the job.