



Job Information: Deputy Operations Manager

About Mwldan:

Mwldan is a vibrant cinema and live performing arts venue, based in Cardigan, West Wales. We've been serving our community since 1983.

We're passionately committed to providing outstanding experiences and enhancing the cultural fabric of our community, inspiring and engaging our audiences with an exciting year-round programme of films, theatre, comedy, events and music productions, and the Other Voices Cardigan festival. We celebrate the global and the local, operating in a bilingual community.

About the role:

As the Deputy Operations Manager, you will be at the heart of our operations, working closely with the Operations Manager to ensure our arts centre and cinema operation runs smoothly every day. You will play a crucial role in shaping the visitor experience while leading our Front of House department to deliver exceptional customer service across our busy programme of events both in-house at Mwldan and across our studios and workspaces, and as required to deliver our external events and our annual Other Voices Cardigan festival.

The Deputy Operations Manager works under the direction of the Operations Manager (OM), supporting them on a day-to-day basis and overseeing the department in their absence. The Deputy Operations Manager will be responsible for managing all aspects of the Front of House department, staff, sales and operations to provide the highest quality of customer service, in a manner which is always calm, professional, friendly and reassuring.

You will be required to work 37.5 hours per week with 20 days paid holiday per year plus Bank Holidays. Weekend and evening working will be required as will a high degree of flexibility, You may occasionally be required to attend conferences, training or external events outside of these hours with prior notice given.

The salary for this post is £29,785 rising to £31,286 after successful completion of a probationary period of 6 months.

Benefits include:

- Uniform provided
- free staff parking (first come first serve basis)
- free tickets and popcorn to shows
- national pension contribution
- flexible working hours
- training opportunities
- Chance to be part of a passionate, hardworking team

Person Specification

The ideal candidate will be able to demonstrate ability and experience in some or all of the following:

- The ability to speak Welsh is essential for this role.
- A passion for the arts and a commitment to outstanding customer service and community engagement.
- Excellent communication and interpersonal skills, with the ability to motivate and inspire others.
- Strong leadership and team management skills, ideally with experience in volunteer liaison and coordination.
- Proven experience in operations or hospitality management, ideally within a cultural or artistic environment.
- A proactive and adaptable approach, ready to tackle challenges head-on with a positive attitude.
- Have knowledge of health and safety regulations relevant to public venues.
- Be able to work flexible hours, including evenings and weekends as required.

Equal Opportunities

If you are a disabled person and feel unable to meet some of the job requirements specifically because of your disability, please address this in your application.

Mwldan is an equal opportunities employer.

Application Process

Candidates should apply for the post by submitting a full C.V. with an accompanying letter. Your application should include full details of current and previous employment, particularly relevant experience to the advertised post, and their education history. Candidates may wish to include any additional information or material they may consider relevant to their application.

Applications should be marked Confidential and sent to Jasmine Revell, Operations Manager, Theatr Mwldan, Bath House Road, Cardigan, SA43 3JY or emailed to jasmine@mwldan.co.uk

We look forward to receiving your application by 5pm on 7th March. Interviews will be held on 12th and 13th March.

