

## Technical Operations Manager

**Location:** Trowbridge Town Hall

**Hours:** 22.5 hours per week, including evenings and weekends as required

**Contract Type:** Permanent

**Salary:** £30,000 (pro rata)

### About Trowbridge Town Hall

Established in 2012, Trowbridge Town Hall Trust is a charity dedicated to managing the town's historic central building. Since the Trust took over, the Town Hall has become a dynamic creative and community hub, hosting performances, exhibitions, markets, and a wide range of community activities.

Following a multimillion-pound restoration, the Town Hall is expanding its role at the heart of the community - fostering creativity, connection, and serving as an incubator for creative talent. The revitalised space will feature a thriving café, a gallery, recording studios, two performance spaces, and an eclectic programme of live music, film, spoken word, theatre, and community outreach initiatives, contributing to Trowbridge's growth as a creative, cohesive, and confident town.

### About the Role

We are seeking a proactive and skilled Technical Operations Manager to lead building maintenance, venue systems management, and technical support for events at Trowbridge Town Hall.

Initially, the role will focus on building maintenance, ensuring the venue, equipment, and systems are well-maintained, safe, and fully operational. This includes developing and implementing maintenance schedules, coordinating contractor work, and ensuring compliance with health and safety regulations.

While building and systems maintenance will be the primary focus, the Technical Operations Manager will also provide technical support for events and venue hires, assisting with lighting, sound, AV, and general IT and systems support.

As the events programme expands, the role will evolve to include greater involvement in live event production and technical operations, as well as overseeing the use of recording studios. There is also potential for hours to increase in line with this growth.

We understand that part-time hours may not suit everyone. If this would prevent you from applying, please get in touch - we're happy to discuss potential flexibility.

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Registered charity no: 01157085. Registered company no: 08142832.

## Key Responsibilities

### Technical and Building Maintenance

- Develop and manage a responsive, preventive, and scheduled maintenance programme for all building systems, technical, electrical, and operational equipment.
- Coordinate and oversee building maintenance tasks, contractor activities, and servicing schedules, ensuring records are up to date.
- Respond promptly to critical incidents, such as power outages, plumbing failures, and alarm activations, ensuring a robust emergency response plan is in place.
- Conduct routine checks to ensure all systems, venue infrastructure, and operational equipment - including kitchen and bar facilities - are safe, functional, and well-maintained.
- Maintain a detailed inventory of technical equipment, access equipment, tools, and spare parts, ensuring all items are serviced, operational, and accounted for.
- Carry out general building and facilities maintenance tasks as required.

### Event and Technical Support

- Provide technical support for events and room hires, acting as the primary technical liaison for internal and external enquiries. This includes setting up, rigging, plotting, programming, and operating lighting, sound, AV, and staging equipment for productions and events at the venue and external locations.
- Assist event organisers, hirers, and performers in meeting their technical requirements.
- Oversee the safe use and installation of rigging, staging, seating banks, and other structures, including the supervision of external contractors and visitors.
- Support with general event setup for activities taking place on or off site, ensuring all technical and logistical requirements are met.

### IT and Connectivity

- Manage and maintain IT infrastructure and essential hardware systems, including WiFi networks, hardware maintenance, system updates, and ensuring CCTV, till systems, and other operational technologies remain functional.
- Provide general IT support to the organisation, troubleshooting hardware and software issues and ensuring smooth day-to-day operations.

### Health & Safety

- Ensure adherence to health and safety regulations, including noise control, asbestos monitoring, electrical safety, working at height, and manual handling.
- Conduct and update risk assessments for building maintenance and technical operations.
- Oversee contractor activities, ensuring appropriate health and safety inductions, risk

assessments, and permits to work are in place and documented.

- Conduct routine safety inspections, including fire alarm tests, emergency lighting checks, and water system monitoring.

### **General Responsibilities**

- Support the Curator in the hanging and installation of artwork.
- Actively support and promote the organisation's commitment to fostering positive relationships and engagement with the community, ensuring that all activities, projects, and initiatives reflect the organisation's dedication to inclusivity, equity, and meaningful collaboration with community stakeholders.
- Incorporate environmentally sustainable practices into daily operations, events, and activities, actively seeking ways to enhance sustainability and align with the organisation's environmental goals.
- The post-holder may be required to undertake other duties within the scope of their role and skill set, as directed by management, to support the overall objectives and smooth running of the organisation.

### **Person Specification**

#### Desirable Skills & Experience

- Experience in venue maintenance - A strong understanding of building systems, equipment upkeep, and general maintenance.
- IT & operational technology knowledge - Familiarity with building systems, networking, and venue operational technologies.
- Experience in technical production - Skills in lighting, sound, AV systems and operation, and staging for live events.
- Health & safety expertise - Well-versed in industry regulations and conducting risk assessments.
- Technical skills - Proficiency in troubleshooting, installing, and maintaining venue equipment.
- Problem-solving & adaptability - Confident in troubleshooting technical, operational, and safety challenges.
- Communication & collaboration - Strong ability to liaise with event organisers, artists, and internal teams.

We are an equal opportunities employer committed to fostering an inclusive, diverse, and supportive workplace where everyone can thrive. We celebrate differences and ensure that all qualified applicants receive fair consideration, regardless of background, identity, or experience. Wellbeing is at the heart of our culture - we actively promote a healthy work-life balance, provide mental health support, and create an environment where everyone feels valued and empowered to reach their full potential.

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