

STORYHOUSE

A large outdoor event at night, likely a festival or concert. The scene is filled with a large crowd of people seated on bleachers, watching a performance on a stage. The stage is illuminated by bright spotlights, and the air is filled with a thick shower of colorful confetti (red, blue, green, and white) falling from above. The event is held under a large tent structure, with string lights visible along the edges. The overall atmosphere is festive and celebratory.

Operations Manager
(Freelance)
Storyhouse in the Park



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Welcome from the CEO

Storyhouse is one of the UK's foremost cultural charities; its home in Chester incorporates a library, theatres, and a cinema. It is also an acclaimed theatre producer and runs the country's most successful regional open-air theatre in the city's Grosvenor Park, as well as the innovative Moonlight Flicks open-air cinema each year.

Storyhouse plays an important part of cultural life in Chester and continues to be a beacon of inspiration for many other cities and towns for the role it has played in social and economic regeneration, its successful and unique integration of world-class theatre, cinema, and library facilities, as well as its bold, exciting, diverse, and award-winning programming.

It is also a great place to work. We offer a flexible and supportive working environment, value experience as well as skills and qualifications, and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us,

Annabel





Chester Disability Pride Parade, 2023, Mark McNulty

Our Story

You can find a bit about who we are on our [website](#), discover more about our innovative home and how it came to be in [this case study](#) by Arts Council England, or read about our renowned library in this [blog](#) by the DCMS's library team.

Above all, Storyhouse is a creative community. As a diverse cultural organisation, our home is one of the country's most successful cultural buildings housing a cinema, theatres and a library. Last year we welcomed 800,000+ people through our doors. We are both a community hub and combined arts producer.

Our library attracts international recognition, known for its seamless integration, and boasts the longest opening hours of any UK public library.

In 2023-24, we supported 5,768 young people to connect and create, ran 180 free rhyme-time sessions, created 423 magical performances indoors and outdoors, sold 108,298 theatre tickets and hosted a total of 1,618 cinema screenings.

Visits are roughly split into thirds between event attendances, library users, and wider participation. We enjoyed the support of over 14k volunteer hours and 1,328 different individuals were involved in making and supporting our work.

Grosvenor Park Open Air Theatre, which we founded in 2010, is the UK's largest regional open-air theatre, welcoming over 25,000 people every summer.



This House is Your House

We've become a vital part of the region's cultural landscape and a place of safety and support for the community - especially for young people, giving them a space where they can reimagine their place in the world.

Over 40 community groups use us as a base for creative activity each month, including LGBTQIA+ and disability groups, refugee integration activities, mental health support sessions, and groups combatting social exclusion by age.

We work extensively with young people and provide a range of different programmes, from youth theatre and our young company, to young leaders, young programmers, and our many schools and education programmes. Throughout our work we collaborate with local partners throughout to ensure we are reaching the people that would usually have the least opportunity to participate.

Across everything we do, we work to give people the power to build their own creative communities through inspiring stories and shared creative experiences: [this house is your house](#).

As we blend theatre, library, restaurant and cinema services, we share inspiring stories and stage creative events which empower people to nurture their creativity and bring together communities. Through our work, we hope to build a more connected, inclusive and creative community network.

The more open we are to the true and rich diversity of our communities, the more vividly we fulfil our purpose. More engagement from more of our communities will make more of Storyhouse.

We are committed to creating a team which is representative of our communities and to bringing together those with a variety of skills and experiences to help shape what we do and how we work.



A Midsummer Night's Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is entering an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.

True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.

Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

SPEAK UP.

Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.

Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.

Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023,
Mark McNulty



Storyhouse in the Park

Every summer, Storyhouse takes up residence in Grosvenor Park, building a 500 seat open air theatre within a festival-style site encompassing an F&B operation. Alongside the two theatre shows produced and presented by Storyhouse in the main space, the site also hosts a third promenade theatre show for families; film screenings under the brand Moonlight Flicks; free daytime family arts, crafts and music activities; a series of street food festivals in conjunction with local independent traders and a number of other one-off events.

Overall the Park will host more than 200 events over a nine-week period, and expects to welcome more than 25,000 people. It opens to the public from Sat 28 June through to Sun 31 Aug, operating Tuesday - Sunday, with Mondays used for site maintenance.

The Role

The Operations Manager (Freelance) for Storyhouse in the Park will be responsible for the oversight and management of the Grosvenor Park site during the summer season. They will act as a single point of contact for all departments, coordinating elements including production, F&B, visitor experience, security and facilities.

They will ensure the Grosvenor Park site operates efficiently and effectively, offering all visitors, staff, creative team members and volunteers a positive experience and ensuring opportunities for income generation are maximised.

Whilst this is a management role, supported by multiple teams, the nature of running an outdoor site means that where necessary, the Operations Manager will be required to take a more hands-on approach.



Responsibilities

You will

Oversee operational activity for Park, covering general management of the site, coordinating all aspects including IT, technical and event management, F&B, customer service and event programmes.

Provide on-site leadership, managing and motivating staff and volunteers to provide the best possible service for visitors.

Ensure the highest standards of presentation are maintained at all times, including oversight of site dressing, maintenance and housekeeping.

Coordinate the operations teams including food & beverage, cinema, events, ticketing, security, technical, IT and facilities management to ensure consistent service throughout the summer season.

Work with the F&B and visitor experience teams to maximise sales, considering visual merchandising and service efficiency.

Be responsible for day-to-day liaison with external contractors including security, waste, toilets and F&B suppliers to ensure service contract and/or delivery schedules are adhered to.

Work closely with the Heads of department and supervisors to troubleshoot issues that arise during the season.

Ensure health and safety standards are maintained at all times, undertaking risk assessments where needed and complying with reporting requirements.

Support all teams with the set up and break down of the site as required.

Skills & Experience

Candidates are expected to have experience of:

- Managing staff
- Delivering high quality customer service
- Managing public events of a similar or larger scale
- Undertaking a similar practical, operational role
- Working within a health and safety policy

We are looking for the following skills and behaviours:

- Positive, motivational management style
- Excellent attention to detail
- Ability to communicate verbally with people of all ages and backgrounds
- High standards of customer service

In addition, the following experience would also be helpful:

- Managing outdoor events or festivals
- Managing volunteers
- Delivering F&B services
- Training including SIA, IOSH and first aid



Opportunity

Title: Operations Manager (Freelance)

Reports to: Head of Commercial & Visitor Experience

Fee: £9,750

Dates: Mon 2 June – Fri 5 Sept 2025

Hours: Up to 48 hours per week across 6 days

Closing date: 10am, Mon 10 Feb 2025

Interviews: Mon 3 Mar 2025



Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience online at:
www.storyhouse.com/jobs/

Applications should be submitted on or before 10am on Mon 10 Feb 2025.

If you have any questions about the role, please contact our Head of People, Emma Hutt, at peopleteam@storyhouse.com.



Faustus That Damned Woman, 2023,
Mark McNulty

STORYHOUSE

