



## Job Description

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<b>Job Title :</b>	<b>Academy Operations Manager, Entertainment – P&amp;O Cruises CUK</b>
Department :	P&O Cruises Brand and Product Development (Entertainment)
Reporting to (Job Title) :	Production Show Manager
No of Direct Reports :	4
Titles of Direct Reports:	Wardrobe Coordinator Technical Production Coordinator Production Assistant x 2
Size of Department:	8
Budget Responsibility (direct) :	£1,000,000
Revenue Responsibility (direct) :	N/A

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Date of issue:	December 2019
Issued by (name):	Adam Jenkins

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### Overall Purpose of Role:

Lead the Production Show Operations department, including Wardrobe, Technical and Rehearsal Facilities in the operational rehearsal and successful on-board delivery of the Production product with P&O Cruises and Cunard.

The Academy Operations Manager will act as a strategic partner with internal and external stakeholders to ensure all production product is delivered on time and on budget in line with the Production Show Managers strategic vision.

The role will also ensure P&O Cruises and Cunard Production Shows are in line with all safety policies and procedures alongside exceeding Guests expectations on-board our ships.

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### Main Activities and Responsibilities

#### Leadership & Planning:

- Manage the rehearsal schedule, work with the Guest Experience team to produce production rollouts and manage production Schedules

- Coordinate the day to day Production Office at the Academy and be main point of contact within the building.
- Manage the rehearsal schedule, work with the Guest Experience team to produce production rollouts and manage production Schedules
- Ensure all joining cast members are fully complaint ahead of ship contract.
- Work with Casting Specialist and Artistic Manager to source and schedule replacements both during rehearsals and on-board POC and Cunard Fleets
- Manage the day to day rehearsal schedule as set by Production Show Manager
- Identify and pro-actively ensure that the Academy facilities are fit for purpose.
- Work with external partners to ensure all policies and procedure are followed.
- Deputising for Production Show Manager as required and representation for Academy with key stakeholders across the business.

**People Management:**

- Support individual and team development, sharing knowledge where appropriate and where an opportunity arises. To ensure that each member understands the importance of their contribution to the overall success of the company.
- Lead and develop your team through sharing knowledge, empowerment and best practice
- Attend training and development programs as and when required, improving performance and promoting self-development
- Providing insight rational to resourcing/structural needs

**Budget Management / Financial Responsibilities / Revenue / Sales / Cost Management / Cost Control:**

- In conjunction with the Production Show Manager and the Finance Department, contribute to the setting of the Academy budgets
- Regularly monitor the adherence to financial targets and ensure that the appropriate measures are taken to meet such targets.
- Ensure that the Academy maximises any cost management opportunities through synergies across the brands.

**Administration Responsibilities:**

- Manage all admin responsibilities linked to budget, planning and team management responsibilities.

**HESS Responsibilities**

- Lead by example by taking care of the health and safety of yourself and others
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader
- Follow safety rules and procedures
- Use work equipment, personal protective equipment, substances, and safety devices correctly
- Take part in safety training & risk assessments and suggest ways of reducing risks
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve ship risk assessments
- Actively promote safe working within your team and encourage safe behaviours
  
- Demonstrate safety leadership in accordance with our Safety behaviours

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**Other Features of Job (travel, hours of work, working conditions etc):**

- Main place of work will be The Academy, Southampton.



## CARNIVAL UK

- Periodic travel away from the Academy may be required
- Based on 7 hours per day, 5 days per week
- Flexible working supported.
- To support the Academy and ships teams with out of hours cover.



## Person Specification

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**Job Title:** Academy Operations Manager, Entertainment – P&O Cruises

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**Department :** P&O Cruises Brand and Product Development (Entertainment)

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### Education, Qualifications and Training

**Desirable:**

- Industry recognised qualifications.
  - Educated to a degree level in a relevant subject, e.g. Business Management or Entertainment Management.
  - Training in Entertainment or Technical Theatre.
  - Project management qualifications.
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### Experience

**Desirable:**

- Understanding and experience of the provision of a broad and constantly evolving Entertainment product to the holiday Industry.
- Proven Project Management experiences across a different subjects and styles.
- Strong leadership and management experience.
- Experience of managing, developing and implementing strategies (vision to delivery).
- Experience of product development.
- Experience of influencing at management level.
- Team management.
- Theme Park or Multi Venue Entertainment product development.
- Knowledge of musical theatre and pop music production.
- Operational experience within the holiday and or cruise industry.

**Candidates, who will enjoy and excel in this role, will naturally:**

- Be highly creative and innovative in approach with the ability to inspire immediate and indirect teams.
- Have an unrelenting focus on Guest needs and the ability to align their needs with our business commercial needs.
- Maintain a broad strategic perspective, whilst having a foot in and a good understanding of the detail.
- Be a master in influencing and collaboration, this role is integral to ensuring our Entertainment vision is understood and executed business wide.
- Have a creative approach but with a very strong handle on the commercials and understanding of the need to design and develop concepts that exceed Guest expectations.
- Have strong leadership skills with the ability to drive initiatives in a large complex business where working cross-functionally is key.
- Have strong planning skills with an instinct for foreseeing potential challenges and coming up with plans to resolve.
- Thrive at the prospect of delivering inspirational presentations to broad audiences and senior stakeholders.
- Get stuck in and not be afraid to operate at different levels based on the changing needs of the business.