

Job Description: Operations Manager

Cambridge Literary Festival

Reports to: Chair of Trustees

Works closely with: Artistic Director

Direct reports: Finance Manager, Festival Event Co-ordinator

Location: Cambridge (minimum two days/week in office)

Contract: Full-time or 4 days/week (by agreement)

Salary: Competitive, dependent on experience

About the Role

We are looking for an experienced and solutions-focused **Operations Manager** to lead the operational, financial, and technical delivery of the Cambridge Literary Festival. As joint lead of the organisation, you will ensure that our systems, venues, staff, and digital infrastructure are in place to support the festival's high-quality, hybrid programming.

The role requires excellent operational management, strong IT knowledge, and the ability to plan and deliver complex live and digital events in collaboration with the Artistic Director.

Key Responsibilities

- Lead all operational aspects of the festival's delivery, including venue booking, scheduling, staffing, and contracts.
- Manage the Finance Manager and Festival Event Co-ordinator to ensure smooth financial administration and logistical planning.
- Oversee and develop the festival's IT systems – ticketing, CRM, digital platform, livestreaming – with input from external consultants.
- Evaluate and improve the festival's digital and IT infrastructure; lead on potential changes in IT support provision.
- Work closely with the Artistic Director to assess and implement new event formats and venues.
- Oversee compliance in health & safety, insurance, contracts, and accessibility.
- Develop and monitor budgets in partnership with the Finance Manager and Treasurer.
- Attend Board of Trustees meetings and contribute to strategic planning.
- Sit on the Finance and General Purposes Committee.

Person Specification

Essential:

- Proven experience in operations or general management in the events, charity, or arts sector.
- Strong IT skills, with experience managing or commissioning tech systems or IT support.

- Sound financial management experience, including budgeting and forecasting.
- Excellent organisational and leadership skills.
- Ability to deliver complex live and digital events.
- A proactive and collaborative approach to problem-solving.

Desirable:

- Experience working within a not-for-profit or charitable organisation.
- Knowledge of livestreaming and digital content management.
- Interest in literature, publishing, or the wider cultural sector.

Additional Information

- This role is based in Cambridge, with a minimum of two days per week in the central office.
- Flexibility is essential, especially in the run-up to and during festivals (which include weekend work).