

# CRESCENT MOON

## Operations Manager & Technical Lead (Events / AV)

### LOCATION

Frome / Somerset Area

### SALARY RANGE

£32,000 – £36,000

### ROLE TYPE

Full-time, Hybrid

### Role Purpose

This is a hybrid coordination and hands-on role designed to strengthen warehouse standards and delivery reliability while removing operational pressure from the Director. You will move between desk-based planning, warehouse management, and physical event delivery, ensuring all technical standards are met both in the warehouse and on-site.

### Key Responsibilities

#### 1. Operational Coordination & Planning

- Coordinate vans, couriers, and external transport for all jobs.
- Maintain the master planning calendar and confirm site access and delivery windows with venues and clients.
- Prepare and distribute comprehensive "Job Packs" to the crew and maintain job documentation accuracy.
- Oversee basic vehicle checks and coordinate MOTs, servicing, and general fleet administration.

#### 2. Technical Site & Warehouse Work

- **Working at Height:** Act as the lead for on-site installations involving rigging and ladder work.
- **Electrical & Maintenance:** Carry out repairs and maintenance on equipment, ensuring everything is safe, functional, and compliant.
- **Job Preparation:** Pick and prepare stock against job sheets, ensuring everything is ready for upcoming events.
- **Returns:** Oversee the returns process, checking equipment back in and identifying any damaged or missing items immediately.

#### 3. Warehouse & Inventory Leadership

- **Stock Ownership:** Oversee the prep and return process, ensuring kit is checked, tested, and tracked accurately in the system.
- **Standard Setting:** Implement simple SOPs (Standard Operating Procedures) for warehouse layout and equipment maintenance.

- **Team Management:** Oversee warehouse assistants and freelancers, holding them to high standards of equipment care and efficiency.

#### 4. Crew & Systems Support

- Maintain crew availability lists and assist with crew welfare planning and job briefs.
- Implement and maintain job checklists to improve operational efficiency and reduce site errors.
- Maintain digital stock records and ensure the warehouse remains organized and efficient.

### The Ideal Candidate

- **Hands-On Technical Ability:** Solid understanding of working at height and basic electrical safety/repairs.
- **Logistically Organized:** Comfortable coordinating multiple moving parts and staying calm under pressure during peak season.
- **Systems Literate:** Basic IT proficiency (spreadsheets, shared drives) is essential for maintaining operational accuracy.
- **Reliable & Proactive:** A natural problem-solver who notices process gaps and takes initiative to fix them.

### Requirements

- Significant experience in rigging, installation, or a similar field (AV, lighting, or theatre).
- Proven experience working at height and a solid understanding of health and safety protocols.
- Confident driving vans and a full UK driving licence.
- Flexibility to work weekends and early starts during peak season (May–September).