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I am an interdisciplinary professional working in both operations management and teaching, lecturing in two core areas: Operations management and art & communication design. *My portfolio career has had three overlapping strands: operations, community development, and teaching over the last 20 years.*

EXPERIENCE HIGHLIGHTS 2017 - present

Current: Creative Business Lecturer | City of Bristol College

Operations Manager | High Rise Theatre, London (remote)

Head of Communities | BS3 Community Development, Bristol

Interim Chief Operating Officer | Filwood Community Centre, Bristol

Lecturer in Business and Events Management | University of the West of England

Lecturer in Advertising and Fashion Marketing | University of South Wales, Cardiff

Course Leader in Events Production | Access Creative College, Bristol

Learning Manager | Knowle West Media Centre, Bristol

Associate Lecturer BA Advertising | London College of Communication

Short course lecturer in Creative Industries | London College of Communication

FURTHER ROLES AND BOARD POSITIONS

Trustee - Tobacco Factory Theatres, Bristol (March 2026 - present)

Trustee - Arnolfini Gallery, Bristol (2016 - 2018, before leaving on maternity leave).

Venue Management, London (2005 - 2017): The Comedy Store, The ArcelorMittal Orbit, St Martin in the Fields, St James Theatre, City of London Corporation, Southbank Centre, Eat Work Art, Lyric Theatre, London Zoo, Madame Tussauds.

EDUCATION

Postgraduate Diploma in Educational Research | UWE

MA Graphic Arts | UWE

PgCert Academic Practice in Art, Design and Communication | UAL

Foundation Degree in Fine Art | UAL

BA Advertising and PR | UWL

QUALIFICATIONS & MEMBERSHIPS

Fellow of the Institute of Place Management (FIPM), fellow of the Higher Education Academy (FHEA) and a member of Bristol Creative Industries. IOSH, personal license holder and mental health first aider.

CONSULTANCY

Leadership, guidance and support I offer:

Operations Management

- Operational efficiency reviews
- Marketing and communication strategy
- Interim leadership and change management
- Health and safety compliance and risk assessment
- Website refinement for impact and accessibility
- Bespoke training in venue and event management
- Social impact measurement and reporting
- Narrative articulation support for bid writing
- Dyslexic-thinking-led problem-solving

Strategic support

- Organisational risk assessment (governance)
- Research-informed community programmes
- Peer support for leadership through times of change
- Choosing and implementing new software, including ticketing and CRM
- Team training needs analysis, recommendations, and onboarding
- Critical friend, sense-checking and peer mentoring
- Scoping and feasibility support for new projects and spaces
- Supporting early-career managers (in the leisure, arts and charity sectors)
- Asset-based community development strategy support
- Stakeholder relationship building and developing education partnerships

[My teaching areas and specialisms](#)

Operations Management

- Operations strategy and systems thinking for arts and charity organisations
- Event planning, facilitation and evaluation
- Venue and facilities management, licensing and compliance
- Health and safety in action and risk assessment
- Community development, placemaking and measuring impact
- Audience development and cultural programming
- Workshop design, facilitation and guest speaking

Art, Communication Design & Media

- Advertising, marketing and communications theory
- Portfolio development and personal brand creation
- Print and digital visual communication design
- Supporting students to become idea-led, instinctual practitioners
- Critical thinking, idea generation and art direction through live brief mentoring
- Pitching, freelance financial literacy and employability for creatives
- Practice-led teaching in installation art, illustration and photography