



Beeston Lock  
Beeston Rylands  
Nottingham  
NG9 1LZ

## **Operations Manager**

**X1 FTE Salary £30K per Annum**

### **1. Job Description**

The position is a senior strategic post for the Canalside Heritage Centre which opened in June 2017. It is a senior strategic post which we would like to appoint end of March 2018 to cover the current operations managers maternity leave. In recognition of the importance of this role, it is funded by the Heritage Lottery Fund as part of a project grant towards the on-going sustainable operation of the site and delivering the projects activities.

The Operations Manager will be based at the newly created centre located at Beeston Lock, and will lead the whole operational team/ volunteer support and be responsible for the overall management and business development of the centre. The post will report direct to the Trustees and be responsible for the overall day to day running of the heritage centre, ensuring a high quality visitor experience, marketing and developing the business and commercial aspects of the operation including the catering and retailing. It is envisaged that the post holder will be a visionary leader and manager who will, in partnership with a dedicated staff and Trustee Board, lead the Canalside Heritage Centre to fulfil its ambitions and deliver the heritage lottery funded strategy. After a successful year of being open, this role will develop the centre further, taking it to a new level: improving the visitor experience, and ensuring that the centre becomes an integral part of the local community. The post holder will provide strategic and operational leadership and direction across the organisation.

The post will also be responsible for managing delivery of the activity and community usage programme in conjunction with the work of the Education and Community Engagement Officer for whom this post is responsible.

The successful candidate will demonstrate abilities to engage at the highest levels within the community, heritage, museums, education and visitor / tourism sectors and will therefore have excellent knowledge and proven experience of working in a senior management role, relevant to one or more of these disciplines.

As the main spokesperson for the CHC, the Operations Manager will be an energetic and persuasive communicator and fundraiser, engaging and securing support from strategic partners, donors and other stakeholders. The post holder will oversee the implementation of the business and marketing plan, ensuring the Trust achieves its objectives and long term sustainability, with particular responsibility in the areas of strategic management and development, fundraising, operations, communications, commercial and financial activities, and HR. The Operations Manager will be supported and complemented by the 'Community Engagement and Education Officer' who has lead responsibility for implementing the HLF funded Activity Plan. In addition both the catering manager and sales supervisor persons will report directly to this senior position.

**Main duties of the post include:-**

- To direct all aspects of the organisation, i.e.
  - governance
  - staff recruitment and development (including volunteers)
  - operations and facilities management
  - catering and retail operations
  - collections care, management, research and development
  - programme of permanent and temporary exhibitions
  - capital development
  - education and community outreach
  - marketing and publicity
  - fundraising and stakeholder relations
  - finance
- To develop and implement a business plan which achieves the organisation's stated mission, aims and objectives within a financially robust model.
- To establish, develop and monitor an effective trading operation to include retail, catering, letting and other forms of income generation to maximise contributions.
- Manage costs and revenues in line with the budget.
- Manage the day to day operation of the CHC. Key areas are:
  - Public opening and shop operation
  - Catering operation
  - Venue hire and management
  - Property management
- Developing and marketing the centre's facilities and activities programme.

- Ensure the CHC delivers excellent customer service and the best possible visitor experience.
- Take overall responsibility for day to day delivery of health and safety on site for staff, volunteers and visitors.
- Contribute to the Trustees efforts in reviewing the operation of the CHC and seeking ways to secure funding for the capital and revenue needs of the centre.
- Working in association with the 'Community Engagement and Education Officer', manage and oversee the recruitment of volunteers to the organisation.
- Manage the staff and volunteers, enabling them to make an effective contribution to the CHC.
- To maintain and build on existing relationships including with the Board of Trustees, staff, volunteers, funders and customers.
- To develop a partnership programme for sponsorship and corporate giving at all levels.
- To direct external relations in all areas including marketing, public relations, fundraising and stakeholder engagement.
- To develop and implement a business plan which achieves the organisation's stated mission, aims and objectives within a financially robust model.
- To establish, develop and monitor an effective trading operation to include retail, catering, letting and other forms of income generation to maximise contributions.
- Manage costs and revenues in line with the budget.
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  - Public opening and shop operation
  - Catering operation
  - Venue hire and management
  - Property management
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- Ensure the CHC delivers excellent customer service and the best possible visitor experience.
- Take overall responsibility for day to day delivery of health and safety on site for staff, volunteers and visitors.
- Contribute to the Trustees efforts in reviewing the operation of the CHC and seeking ways to secure funding for the capital and revenue needs of the centre.
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- Manage the staff and volunteers, enabling them to make an effective contribution to the CHC.
- To maintain and build on existing relationships including with the Board of Trustees, staff, volunteers, funders and customers.
- To develop a partnership programme for sponsorship and corporate giving at all levels.
- To direct external relations in all areas including marketing, public relations, fundraising and stakeholder engagement.
- To oversee an annual budget and financial reporting procedures which ensure accountability and effective financial management.
- To support the Chair and Board of Trustees and its sub-groups in all areas, providing regular financial, management and governance reports and meeting accountability standards in relation to funding.
- To manage and ensure proper notification of operational, reputational and financial risks.
- Act as the primary representative and spokesperson of the CHC, working to increase awareness of the work of the Trust and enhance its influence, reputation and standing, promoting positive relations and generating support and goodwill from the local and surrounding communities it serves.
- To increase the centre's presence across all communities, developing strategic partnerships and relationships with a wide range of external stakeholders which will contribute to the achievement of the CHC vision.
- Contribute to the CHC's profile and communications with press and media, and all other key external stakeholders, both within the UK and internationally
- Maximise promotional and audience development opportunities through a dynamic and effective marketing programme that embraces new media as well as traditional outlets, and attracts broader audiences for all programme, exhibitions and services.

## 2. Person Specification

The ideal candidate will be a visionary and charismatic leader with excellent management skills and experience, entrepreneurial flair and a strong understanding of visitor attractions.

a) Education, Qualifications and Knowledge	Essential	Desirable
<input type="checkbox"/> Educated to Degree Level		✓

<input type="checkbox"/> A record of success as a leader who has managed people, budgets and programmes in a visitor attraction, museum or other organisation known for quality and excellence	✓	
<input type="checkbox"/> Proven ability to think and act strategically, and develop, implement and monitor dynamic strategic priorities and plans	✓	
<input type="checkbox"/> A proven ability to fundraise from a variety of income sources, including successful experience of cultivating and soliciting gifts from individual donors and trusts and foundations	✓	
<input type="checkbox"/> Proven ability to develop and implement practical and effective operational plans and procedures, whilst appreciating the ethos of the CHC and its communities	✓	
<input type="checkbox"/> Ability to combine marketing instincts with aesthetic and intellectual integrity in helping to build the reputation of the CHC locally, nationally and internationally	✓	
<b>b) Experience</b>	<b>Essential</b>	<b>Desirable</b>
<input type="checkbox"/> Extensive senior management experience	✓	
<input type="checkbox"/> Outstanding financial management skills and proven experience of setting, managing and monitoring budgets	✓	
<input type="checkbox"/> Experience in the development of successful visitor attraction promotion and marketing, income generation and fundraising strategies	✓	
<input type="checkbox"/> Previous experience of HR management	✓	
<input type="checkbox"/> Strong IT skills	✓	
<input type="checkbox"/> Experience in collections and collection management		✓
<input type="checkbox"/> Experience in the operational management of quality visitor catering & retail services		✓
<b>c) Aptitude and Skills</b>	<b>Essential</b>	<b>Desirable</b>
<input type="checkbox"/> Excellent and dynamic leadership.	✓	
<input type="checkbox"/> Excellent interpersonal, people management, teambuilding and relationship building skills.	✓	
<input type="checkbox"/> Approachable, inspirational and supportive, authoritative and confident and able to communicate effectively with people in all areas of the CHC.	✓	
<input type="checkbox"/> A strategist, who collaborates successfully, listens well and acts decisively.	✓	
<input type="checkbox"/> An energetic problem solver with an understanding of the subtleties of motivating, directing and holding accountable a group of diverse personalities, as well as the ability to delegate, handle and prioritise multiple activities and responsibilities.	✓	
<input type="checkbox"/> Very strong communication skills, both verbally and in writing.	✓	

<input type="checkbox"/> Integrity, diplomacy and professionalism to work effectively on cross-team initiatives and to consult as appropriate.	✓	
<input type="checkbox"/> A flair for public speaking and media liaison.	✓	
<input type="checkbox"/> Highly organised and flexible in approach.	✓	
<input type="checkbox"/> A diplomat who can build consensus, generate and enthusiasm and manage change.		✓
<input type="checkbox"/> A persuasive advocate of culture able to connect with a broad range of people in a meaningful way.		✓
<input type="checkbox"/> An appreciation of the local industrial and natural heritage		✓
<b>d) Circumstances</b>	<b>Essential</b>	<b>Desirable</b>
<input type="checkbox"/> Valid UK driving licence	✓	
<input type="checkbox"/> Able to work on evenings and weekends as the work demands	✓	

***CV's and Covering letters to be sent to: Jenny Aldridge, Visitor Operations Manager, Canalside Heritage Centre, Weir Cottages, Canalside, Beeston NG9 1LZ***

**All applications must be received by 5pm Wednesday January 31st 2018**