

Role profile

Job title:	Operations Manager, Community
Location:	Chilcomb, Winchester
Line manager:	Head of Community
Line manager to:	Five direct reports
Normal working hours:	37 per week (full time)
Benchmarked salary:	£37,000-39,000 per annum

Purpose of role:

Lead and manage the operational resources and facilities within the Community workstream to maximise the commercial impact, visitor experience and financial targets in line with the trust's goals of positive social impact within a commercially sustainable framework. To develop and maintain high levels of customer experience and satisfaction. To ensure that all buildings and facilities are properly maintained and secure.

Main Responsibilities:

1. To provide leadership and management of a team of community managers; with responsibility for financial, resource and people management, ensuring the venue business objectives and KPIs are met.
2. To be responsible for the management and development of the team and volunteers to ensure effective, efficient and community-focused outcomes are delivered at all times.
3. Working with the HCT People Team and Head of Community, champion the engagement and development of volunteering across the community venues.
4. To work with the Community Managers to develop and deliver venue plans which permits growth and development of the customer experience and income generation, whilst still providing a focus on community engagement and social impact.
5. To support the Head of Community to ensure venue operations and venue plans work alongside the wider social impact strategy.
6. To establish effective systems and controls, to be responsible for reporting on regular business plan, KPIs and financial reviews, direct appropriate action when required.
7. To review working processes and create and implement changes which improve the customer experience.
8. To provide operational management and leadership of resources and facilities in line with the business plan; to meet all KPIs.

9. To lead a culture of excellent customer experience working with colleagues to ensure events and programmes are implemented to the highest standards and within operating budget.
10. To analyse data and provide (monthly) narrative and financial reports and proposals to the Head of Community.
11. To identify and manage risks which would adversely affect the delivery of the service, to take responsibility for ensuring all actions taken to mitigate this risk are compliant with relevant legislation and trust rules.
12. To contribute to the promotion and development of sound environmental practices to meet energy reduction targets.
13. Be responsible for adherence to HSE and Safeguarding policies and their application as applicable to the venues and service provision/posts within.
14. To ensure standards are met and maintained, providing a safe working and visitor environment.

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation
- The post holder must be willing to undertake duties outside normal working hours

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met
- Comply with health and safety, equalities and environmental sustainability guidance and working practices
- Undertake appropriate training and development

Key competencies of role:

- Leading and Supervising
- Working with People
- Analysing
- Planning and Organising
- Delivering Results and Meeting Customer Expectations
- Adapting and Responding to Change

Person Specification (competence requirement):**1. Essential qualifications**

- Degree or proven expertise in a similar environment
- Full driving license (business insurance will be required)

2. Essential knowledge/skill/experience

- Significant experience of operational management and resources within the heritage or service sector
- Demonstrable record of managing a customer facing team
- Experience of successful facilities and project management
- An understanding of the role the cultural sector can play in achieving positive social impact
- Good knowledge of health and safety requirements
- Experience of assessing and managing risk
- Good IT skills (Microsoft Office suite)
- Attention to detail
- Time management: ability to handle a complex and varied workload with differing priorities

3. May also include development/desirable requirements – qualifications, skills, knowledge, experience

- Professional qualification in tourism/arts/heritage/museum discipline or equivalent
- Management qualification at level 5

Working Conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Manual Handling of objects of weight 10kg on an occasional basis
- Using Display Screen Equipment – Desktop PC and laptop
- Lone working
- Driving own vehicle for work purposes