Job description: Operations Manager

The role's normal duties are set out in this Job Description which is noncontractual and may be changed and or amended by The Bishopsgate Foundation from time to time. You may be required to undertake various other duties appropriate to the salary grade and nature of the job.

Role description:

Date of Last Review:	16 June 2021
Job Title:	Operations Manager
Grade:	Manager
Salary band:	Circa £32k
Hours:	35 hours over 7 days
Reporting to:	Head of Business Delivery
Line manages[1]:	IT & Technical Support Officer
	Duty Managers
	Sound & Lighting Technician

Role purpose:

To manage the successful and effective operations of the business, including the physical infrastructure and security, IT, technical and production operations, health and safety, and event delivery.

Areas of responsibility:

Buildings and physical infrastructure

• Working closely with the Buildings Manager to ensure the buildings, facilities and physical infrastructure are safe, secure, physically accessible as possible and maintained in order that our charitable programme and venue hire business operate effectively

- Ensuring regulatory compliance (working closely with Head of Business Delivery and Buildings Manager and by line management of IT & Technical Support Officer) and appropriate training
- When required, oversee maintenance works to the building ensuring all works are compliant with the building's listed status
- Contribute towards planning for, implement and support agreed capital projects and improvements to the physical building as required by the Head of Business Delivery
- Ensuring staff accommodation and back office areas are safe, clean, tidy, as accessible as possible and have suitable amenities
- Day-to-day operational responsibility for security and safety in the building
- Work across departments to generate and implement a sustainability plan for Bishopsgate Institute.

Business administration and processes

- Identifying and implementing key business processes for the efficient and secure operation of Bishopsgate Institute
- Reviewing, identifying and making recommendations to the Head of Business Delivery on software, training or other means by which we sustain robust business processes
- Making recommendations to the Head of Business Delivery for IT and technology strategy requirements and options (includes line management of IT & Technical Support Officer)
- Ensuring payroll deadlines are met, staff hours reconciled and casual staff timesheets and other relevant information are checked and accurate
- Project managing staff accommodation changes and requirements and making recommendations

Production

- Chairing the delivery meeting to ensure the requirements for all events and activity in the building will be met and resources deployed effectively and all duty staff are fully briefed
- Contribute to research and planning for agreed events to ensure technical production requirements are scoped and met
- Ensuring all AV and other equipment and facilities are inventoried and maintained to the highest standard (line managing the Sound & Light Technician and IT & Technical Support Officer)
- Where required, supervising external contractors (e.g. lighting operator) to ensure Institute procedures and best practice are followed
- Make recommendations for equipment, software or consumables that would improve the Institute's offer and meet its business objectives **Team and individual line management**

- As directed by the Head of Business Delivery, to set the duty management and event support rotas to deliver agreed activity in the building, adjusting if required and reconciling hours worked every month
- Implementing HR protocols and requirements as directed, including any recruitment processes and contracts to be issued (working with the HR & Administration Officer)
- Setting SMART objectives for all team members that contribute to the agreed business objectives of the organisation, conducting timely performance appraisals, meeting agreed deadlines for written-up paperwork and ensuring central records for annual leave and other absence are up to date

Box Office and front of house functions

- Working with the Front of House Coordinator to ensure smooth running of the box office, welcome and enquiries function
- Overseeing the operational staff rota and liaise with the Campaigns team to ensure casual shifts are covered.
- Supporting the Campaigns/Events team by authorising casual timesheets for events and front desk reception casuals.
- Reporting on and forecasting casual staff budget
- Ensuring all bar stock orders and staffing match agreed event requirements
- Ensuring all stocks of print marketing materials are stored, logged and inventoried for ease of retrieval and display
- Day-to-day oversight of front of house areas, such as Front Desk, to ensure a professional, inclusive and welcoming impression and excellent customer service at all times

Health and Safety

- Working closely with the Head of Business Delivery and Buildings Manager to update and implement the Health and Safety Policy ensuring all staff are adequately trained and informed about their responsibilities towards this, specifically the emergency evacuation procedures, fire drills, use of Evac chairs, and basic First Aid provision.
- Reporting to the Head Of Business Delivery, oversee the day-to-day health and safety of the building, staff and visitors, ensuring all functions in the building are carried out in line with Health and Safety legislation and the Institute's Health and Safety Policy.
- Working across teams (eg events, programming) to ensure all activity in the building is properly risk assessed in advance and complies with the latest legislation and best practice

Budget management

- Preparing draft budgets, managing and forecasting agreed budget lines and supervising direct reports to manage and forecast their agreed budget lines • Following the Institute's Financial Regulations in the authorisation of purchases, approval of invoices and contracts, and authorisation of bank payments.
- Reconciling and reporting bar and event tills and stock inventory
- Recommending capital expenditure with a written business case to the Head of Business Delivery

General requirements of the role:

- Proactively collaborate with all staff to ensure the best possible levels of seamless service and quality to our customers
- Contribute to an improved level of organisational engagement through positive role modelling, communication and behaviour at all times
- Champion and epitomise the Institute's core competency behaviours
- Attend relevant training in order to fulfill the requirements of the job and undergo supervision and annual reviews
- Comply with and implement all organisational policies and procedures as required
- Work flexibly and responsibly to effectively manage workload and ensure the provision of a 7-day-per-week service to the public as required
- Dress and present yourself appropriately as the professional needs of the Institute require

This job description covers the current range of duties and will be reviewed from time to time. It is the Institute's aim to reach agreement on changes, but if agreement is not possible, the Institute reserves the right to change this job description.

Person specification 1. Specialist area requirements: Operations Manager

1.1 Proven project and team leadership experience to deliver business plan objectives

1.2 Demonstrably strong planning, project management, IT, administration and coordination skills

1.3 A strong track record of successful business administration, including setting and monitoring business processes to make the organisation as effective as possible

1.4 A strong track record in successful team management, including implementation of HR protocols and processes

1.5 Excellent people management skills and proven success in establishing staffing requirements, setting and agreeing rotas, coordinating permanent and casual staff

1.6 Demonstrable skills in managing compliance, health and safety and other regulatory requirements as they relate to a multi-function venue

1.7 Excellent people management skills, including successful team coordination, when many of the team members are not permanent members of staff

1.8 Excellent experience and understanding of planning, budgeting and forecasting (including budget management)

1.9 Proven skills in moving between operational and strategic thinking and decision-making

1.10 Excellent written and spoken communication skills in English

1.11 Strong skills in chairing meetings to an agenda and reaching consensus

1.12 Proven success in setting and maintaining the highest standards of customer service (internal and external clients)

1.13 Experience producing and delivering events in a multi-space cultural venue that is also a listed building environment

1.14 Good understanding of security and safety issues to safeguard members of the public, the Institute and its staff

1.15 Excellent troubleshooting skills, anticipating needs and mitigating against risk

1.16 Excellent reporting skills to a wide range of stakeholders

2. Grade-specific requirements: applicable to all Manager level posts

2.1 Experience of and commitment to collaborating within and across teams to achieve goals

2.2 An understanding and appreciation of the importance of partnership working to support the achievement of the Foundation's vision, mission and strategy

2.3 Ability to manage day to day duties and activities proactively to ensure that tasks are achieved effectively, efficiently and to a high standard of quality

2.4 Experience and awareness of good practice/effective approaches to planning and delivery requirements

2.4 Demonstrable skills in working flexibly, trouble shooting and excellent customer service skills

2.5 Experience of working within the arts and culture sector, including adult education, and/or a visitor attraction or understanding of our role in these arenas and its impact on the different areas of our work

Bishopsgate Institute – Competency Framework

At Bishopsgate Institute we are introducing a competency-based approach to staff recruitment, performance review and development. The Framework will underpin the culture of the organisation and add to what we do to enable us to reach our potential both as individuals and as an organisation.

How we are managed and manage each other using the competencies will become clear and both managers and staff will have support and training to implement them once the new structure is in place.

Until then, they are in place to support the redeployment/recruitment to all roles in the new structure. The selection process we use will be designed to test each applicant's skills, expertise, knowledge and their ability to demonstrate how they meet the competency framework.

All competencies apply to **all** roles:

Performance	**Insight**	**Engagement & Inspiring Others**
• Accountability • Delivering Performance • Alignment & Planning • Learning & Change	• Breadth of Perspective • Making Effective Judgements • Applying Specialist Knowledge • Customer & Audience Awareness	• Working Collaboratively • Communicating & Influencing • Empowering Leadership

There are different levels within each that apply to each grade or level of role in the organisation:

- Assistants, Administrators, Officers – *all non-management level staff.*
- Line Managers/ Specialists – *all staff that line manage one or more members of staff or are defined in their job role as a 'Specialist'.*
- Senior Managers/Specialists – *the Chief Executive, Heads and Senior Specialists.*

The competencies relate to certain key abilities that we should be able to demonstrate in the way we carry out our jobs. While objectives are concerned with **what** we achieve in terms of tangible results or 'outputs' and 'outcomes', these competencies look more at **how** we carry out our work - for example how much initiative we demonstrate; how well we work with

others; how good our communication skills are; how well we organise our work.

Most of the core competencies could relate to a person doing any job of a comparable level/grade, regardless of the particular functional or technical expertise and skill that is required.

Although no-one is expected to demonstrate the competencies that do not apply to their job, staff will need to think laterally and creatively about whether they apply. For example, if your role is to support other staff in the organisation, you may not feel that you directly support the public. However, if you think hard enough you will likely be able to see that by supporting your colleagues in other departments you indirectly do support the public and what you do in that regard is very important.