



# Candidate Pack

Operations & Infrastructure  
Manager (maternity cover)  
February 2026



BISHOPSGATE  
INSTITUTE

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# From Francesca, the Chief Executive & Artistic Director

February 2026

Hello!

If you're successful in your application, you'll be joining us at a crucial time when every single team member's contribution can make a big difference. Perhaps you already know us well, as one of our regular event attendees, researchers or partners, or perhaps you've heard of our special collections and archives. You might have even danced, sung or rehearsed here.

We're a very small organisation, which means everyone plays a role beyond the strict boundaries of their job description. Our team is passionate, feisty, highly skilled and collaborative, so you'll fit right in if you're interested in everything we do, and in supporting colleagues across the organisation.

Our special collections and archives are at the heart of what we do, and whatever the role is that you are considering with us, I'd encourage you to take the time to look into what we collect and why, and how we celebrate the stories of those perhaps ignored or left behind by the mainstream and establishment. There's a wealth of information on our website.

Our programme is already busy, and we are planning to grow it further over the next few years. We're stabilising our finances and business model after a particularly challenging few years (we're not alone). Income generation is key to our future sustainability, and it will come mainly from two areas: our permanent endowment, and our commercial activities which include growing our venue hire business, monetising our special collections and sector leading archives expertise and developing appropriate commercial opportunities across the business.

More than ever, we rely on having talented and committed people in our team.  
Perhaps you could be one of them?



**Francesca Canty**

Chief Executive & Artistic Director

## About Bishopsgate Institute

Bishopsgate Institute is part of the Bishopsgate Foundation, founded in 1894 for “the promotion of the education of the public”. We are a small, independent charity with our own extraordinary Grade II\* listed premises at the crossroads of the City, Spitalfields and the East End.

Our special collections and archives are sector-leading across themes including social and labour history, protest and campaigning, women’s and feminist history, London, the co-operative movement, free thought and humanism, and we are the largest LGBTQIA+ and alternative sexualities archive in the UK.

We run a small programme of yoga classes, archive tours, and monthly social dance and musical theatre events with partner organisations, and offer free access for all to our special collections.

Our spaces are available for hire for events of all sizes, including weddings, conferences, meetings, rehearsals and film shoots. The income we receive through venue hire directly helps us to take care of our beautiful building and historic archives.

# Job description

<b>Date of last review</b>	<b>February 2026</b>
<b>Job title</b>	Operations & Infrastructure Manager - maternity cover
<b>Grade</b>	Manager
<b>Hours</b>	Full-time: 35 hours over 7 days - the role requires you to be available to work any day or evening required by the business over the 7 day period.
<b>Contract</b>	Fixed term maternity cover - expected to be up to 31 May 2027 <sup>1</sup>
<b>Salary</b>	£ 45,000 <sup>2</sup> per annum for 35 hours a week
<b>Reporting to</b>	Head of Finance & Enterprise
<b>Line manages</b>	Deputy Operations Manager Infrastructure & Facilities Manager
<b>Based</b>	Bishopsgate Institute, 230 Bishopsgate, London, EC2M 4QH
<b>Probation</b>	<b>3 months</b>
<b>Peers</b>	Special Collections & Archives Manager

[1] If the substantive post holder gives us notice to return to work earlier, we will provide no less than 8 weeks' notice of the termination of this contract

[2] In order to increase pay equity and boost transparency, we do not negotiate on salaries.

## Introduction

The Operations Manager is due to go on maternity leave from the end of May 2026, and we are recruiting a maternity cover Operations & Infrastructure Manager to cover their work while overseeing a move towards outsourced facilities management for Bishopsgate Institute.

Experience in a very similar role will be essential, and we need the maternity cover person to be ready to step in from day 1 as we are a very small team in a very busy organisation.

The word “maturity” is often misused to mean “old”, but we see it as the ability to consistently exhibit emotional intelligence, accountability, and strategic thinking rather than just technical skill. It involves managing stress effectively, adapting to challenges with resilience, fostering positive, collaborative relationships, and maintaining high ethical standards for both personal and organisational success.

## Role overview

The Operations & Infrastructure Manager is the overall lead on operations, infrastructure, business compliance, venue / office management, visitor experience including box office, safety and security, access and inclusion, and technical production for events.

Day-to-day delegated responsibility falls to the Deputy Operations Manager and the Infrastructure & Facilities Manager, both of whom report directly to the Operations Manager. The Operations Manager collaborates closely with the Venue Hire & Event Planning Manager, and with the Special Collections & Archives Manager.

The Operations & Infrastructure Manager is a key holder and may be required to unlock or lock the building, attending site if contacted by our Key Holders if the alarms are activated out of hours.

The role is based at Bishopsgate Institute’s building and, although we consider flexible working requests, this role is expected to be performed fully on site. Given the nature of the events calendar, some flexibility will be needed in terms of when the hours are worked across the week.

The post will be required to work when the business need dictates, as confirmed with the Head of Finance & Enterprise or CEO, which means balancing escalation and delivery support at events with office-based responsibilities.

This is a varied and fast-paced role providing support across several teams and to the Senior Team, and it will suit someone proactive and flexible with a can-do attitude, experienced and confident in venue management, high quality events delivery and customer service, and with experience of working across multiple strands of work, including short-term tasks and medium-term project work.

It will be important for the post holder to know when to ask for guidance or clarification, and when to use their initiative and good judgment. Excellent communication and problem solving skills, together with attention to detail, accuracy, self-sufficiency and confidence, will be essential.

The Operations & Infrastructure Manager is a budget holder and line manager, and they report to the Head of Finance & Enterprise (Senior Team).

## Areas of responsibility

### 1. Operations and planning

- Leading the coordination between teams to make sure all events (programme and commercial hire) in the Institute are properly planned, resourced, delivered, managed and evaluated
- Contribute to feasibility planning for events, such as through the cost vs income analysis, and anticipate potential challenges while proposing potential workarounds
- Manage the Deputy Operations Manager to ensure duty management and event technician rotas are planned and adjusted to deliver agreed activity in the building
- Field queries from the Events & Venue Hire team about commercial venue hire enquiries taking into consideration the capacity of the Operations team, the activity already in the building, potential clashes or logistical challenges. Where appropriate delegating to the Deputy Operations to investigate further.

### 2. Infrastructure and facilities

- Management of the Infrastructure & Facilities Manager to ensure the safety and security of the building and those within it, and the maintenance of its services and systems to be able to deliver the business objectives.
- Overseeing the procurement process, run by the Infrastructure & Facilities Manager, for annual contracts and services to the Institute including (but not limited to) fire safety; utilities including WiFi; plumbing, toilets and sanitary bins; electrical and other maintenance and repair; cleaning; IT infrastructure and software including payment systems; AV equipment including fixed and portable units; decoration and damp protection; maintenance of ventilation, heating and cooling systems and plant; window maintenance and cleaning; flood protection and pest control.
- Overseeing the engagement and deployment of the outsourced facilities management company, coordinated day-to-day by the Infrastructure & Facilities Manager, to ensure faults and repairs are logged and dealt with quickly and within budget.
- Ensuring regular senior team and Board reports on health and safety, including incident reporting, are completed by the Deputy Operations Manager and Infrastructure & Facilities Manager.
- Overseeing the risk assessment and mitigation process, led by the Deputy Operations Manager and Infrastructure & Facilities Manager.

- Overseeing Operations staff training plan for mandatory (eg manual handling, First Aid) and discretionary (eg Mental Health First Aid) subjects.
- Ensuring regulatory compliance (working closely with Senior Team and Infrastructure & Facilities Manager, and through liaising with the IT support provider) and appropriate training.
- Contribute towards planning for, implement and support agreed capital projects and improvements to the physical building as required by the Senior Team
- Acting as a key holder to the building and being on call to respond to alarm activation alerts out of hours from our external Key Holders.
- Day-to-day operational responsibility for security and safety in and of the Institute's buildings (230 Bishopsgate including the café space, and 14 Brushfield Street).

### **3. Technical production for events**

- Responsibility for ensuring all AV and other equipment used for events is maintained and serviced, with day-to-day responsibility delegated to the Deputy Operations Manager and Infrastructure & Facilities Manager.
- Budget holder for event equipment, servicing and replacement.

### **4. Health & Safety**

- Working closely with the CEO and Head of Finance & Enterprise, by managing the Infrastructure & Facilities Manager, to update and implement the Health & 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 Finance & Enterprise, 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 & Safety legislation and the Institute's Health & Safety Policy. Direct day-to-day responsibility sits with the Duty Managers (line managed by the Deputy Operations Manager) and the Infrastructure & Facilities Manager.
- Act as Duty Manager cover if none is available (Deputy Operations Manager and Infrastructure & Facilities Manager step in day-to-day).
- Working across teams to ensure all activity in the building is properly risk assessed in advance and complies with the latest legislation and best practice.

## **5. Team and individual line management**

- Ensuring HR processes are followed for and by all direct reports as directed, including any recruitment processes and contracts to be issued (working with the external HR Consultant or CEO).
- Setting objectives for all team members that contribute to the agreed business objectives of the organisation, conducting regular one-to-ones, timely performance appraisals and probation reviews, meeting agreed deadlines for written-up paperwork and ensuring central records for annual leave and other absence are up to date.
- Coaching Deputy Operations Manager and Visitor Experience Team Lead on line management best practice.

## **6. Bishopsgate Institute Bar**

- By managing the Deputy Operations Manager, to ensure Bishopsgate institute complies with licensing law, ensuring appropriate written delegated authority and training have been cascaded to all Duty Managers.
- Overseeing the Deputy Operations Manager in bar provision, budgeting and reporting.

## **7. Box office and front of house functions**

- Managing the Deputy Operations Manager to ensure smooth and secure running of the box office, welcome and enquiries function.
- Manage the Deputy Operations Manager (who is the Data Protection Officer) to ensure all personal data is protected and stored correctly.
- Oversight of staff rotas to ensure they match expected levels of building activity and specific levels of staffing required.
- Work with Deputy Operations Manager to report on and forecast casual staff budget.
- Operational oversight of front of house areas to ensure a professional, inclusive and welcoming impression and excellent customer service at all times.

## **8. Access and inclusion as part of the visitor experience**

- To identify and recommend to the senior team ways in which meaningful access and inclusion best practice can be embedded into Institute processes and procedures.
- To roll out training and mentoring across the teams to ensure staff pay attention to potential access needs, know how to identify visitors who might appreciate help but not feel able to ask for it, and communicate effectively and with compassion.

## 9. Budget management

- Preparing draft budgets, managing and forecasting agreed budget lines.
- Following the Institute's Financial Regulations in the authorisation of purchases, approval of invoices and contracts and submission of purchase orders, including where budget authority is delegated.
- Manage the Deputy Operations Manager to ensure reconciliation and reporting of bar and event tills and stock inventory.
- Manage the Infrastructure & Facilities Manager to ensure agreed maintenance and capital budgets are met, and the outsourced facilities management company complies with best practice when procuring contractors.

## General requirements of the role

- Hold a current 3-Day First Aid at Work certificate (within last 3 years) or be willing to attend training.
- 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 fulfil 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

## Operations & Infrastructure Manager

- A strong track record of success leading the operations function in a cultural venue or equivalent, including hospitality and commercial hire, production of events, health & safety, office management and business processes.
- Experience producing and delivering events in a multi-space cultural venue that is also a listed building environment, including multiple events at the same time.
- Experience of, or an appreciation of the requirements of, being a key holder, including being on call.
- Experience of overall responsibility for a Grade II\* listed building or equivalent.
- Excellent communication, coordination, negotiation and team leadership skills, including working to support the senior management team.
- A strong can-do attitude, especially when challenges and clashes arise, and the flexibility and negotiation skills to navigate to a solution that achieves business objectives.
- Excellent people and team management skills and proven success in establishing staffing requirements, setting and agreeing rotas, coordinating permanent, casual and freelance staff, conducting probation reviews and performance appraisals, and identifying training needs.
- A track record of success planning, setting, managing, reforecasting and achieving budgets.
- Skilled in working across teams, collaborating and achieving consensus, whilst being able to work on own initiative and take ownership and responsibility.
- Demonstrably strong planning, project management, office administration and coordination skills.
- Demonstrable skills in managing compliance, health and safety and other regulatory requirements as they relate to a multi-function venue.
- Excellent written and spoken communication skills in English.
- Strong skills in chairing meetings to an agenda and reaching consensus.
- Proven success in setting and maintaining the highest standards of customer service (internal and external clients).
- Good understanding of security and safety issues to safeguard members of the public, the Institute and its staff.
- Excellent troubleshooting skills, anticipating needs and mitigating against risk.
- Excellent reporting skills to a wide range of stakeholders.

## Bishopsgate Institute Competency Framework

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

The selection process we use is 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:

<u>Performance</u>	<u>Insight</u>	<u>Engagement &amp; Inspiring Others</u>
<ul style="list-style-type: none"> <li>• Accountability</li> <li>• Delivering Performance</li> <li>• Alignment &amp; Planning</li> <li>• Learning &amp; Change</li> </ul>	<ul style="list-style-type: none"> <li>• Breadth of Perspective</li> <li>• Making Effective Judgements</li> <li>• Applying Specialist Knowledge</li> <li>• Customer &amp; Audience Awareness</li> </ul>	<ul style="list-style-type: none"> <li>• Working Collaboratively</li> <li>• Communicating &amp; Influencing</li> <li>• Empowering Leadership</li> </ul>

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.
- 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 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.

# Employee benefits

All permanent and fixed-term contract employees are entitled to the following benefits:

## Annual Leave

34 working days paid entitlement including bank holidays in the annual leave year (1 April to 31 March). The entitlement will be pro-rated for part-time employees and employees that work for part of a year.

The Foundation traditionally operates a shutdown over three days between Christmas and New Year. All staff are given these days in addition to their annual leave entitlement. However, it is possible that there may be opportunities for the Foundation to host events over this period. Such events will be built into the programme schedule and arrangements for managing and delivering them will be made in advance. Any staff required to work over this period will be given reasonable notice and their leave may be used on alternative days.

## EAP

You have access to the Employee Assistance Programme, currently provided by Life & Progress, which provides staff with a free, confidential 24-hour counselling and advisory service.

## Pension Scheme

Auto enrolment into the Bishopsgate Foundation pension scheme will occur after the 3 months' deferral period after which the employee can choose to formally opt out of the pension scheme process.

## Enhanced Sick Pay

Occupational sickness pay is payable according to the length of service; this will be detailed in your contract.

#### Staff Development

As part of our annual training plan, we offer training to staff in line with identified training needs and business priorities. Additionally, individual training needs are supported where identified or requested in order to support performance at work and/or business needs. We value staff wellbeing and offer Mental Health First Aid training to all staff within their first year.

#### Free Tea & Coffee

Bishopsgate Institute provides tea, coffee and milk for all staff.

#### Staff Social Events

Bishopsgate Institute pays for or contributes to the cost of social events for staff during the year. This usually includes a fully paid meal at Christmas and at least one other event, but this is subject to change.

#### Discounts

A discount of 50% on the full ticket price for up to a maximum of 4 tickets per event for single eligible events run as part of the Bishopsgate Institute programme, subject to availability.

A discount of 75% on learning programme activity, such as courses and workshops (this discount cannot be applied to single drop-in attendance in a longer course). There will be a maximum number of Bishopsgate Institute staff discount places on each course or workshop.

In addition, after successful completion of their probationary period, permanent and fixed-term contract employees will also be entitled to:

#### Eye Tests

Bishopsgate Institute will refund the cost of an eye test carried out by a qualified optometrist, once every two years.

Bereavement Counselling	A counselling service is available to help employees, or the family of a deceased employee, at what can be a difficult time.
Life Assurance	Membership of the Bishopsgate Foundation Group Life Assurance Scheme is automatic and is at no additional cost to staff.
Probate Advice	A Probate Helpline is available to support employees and their families when managing a wide range of legal, financial and administrative matters, at an emotional time.
Enhanced Maternity Pay	Staff on maternity are entitled to full pay for the first 12 weeks subject to the condition of returning to work for a minimum period of 3 months after their maternity ends.
Paid Jury Service	Bishopsgate Institute will top up your claim for loss of earnings to that of your salary.

Bishopsgate Institute offers spot rate salaries and does not operate a performance related pay scheme. However, we issue annual pay awards of between 1% and 5% to all staff. The amount will be reviewed by the Board of Trustees dependent on affordability, which is connected to the financial performance of the Institute.

Unless otherwise specified in the employee's contract of employment, the benefits summarised above (excluding holidays, sickness benefits and membership of the Foundation's pension scheme) do not form part of an employee's contract of employment and can be removed or varied at the sole discretion of the Institute.

# Equality, diversity, and inclusion policy

Bishopsgate Institute is committed to championing equality, diversity and inclusion among our workforce, and eliminating all forms of discrimination, especially unlawful, in order to create a workplace where diverse opinion and mutual respect underpins our working culture. The aim is for our workforce to be truly representative of all sections of society and for each employee to feel respected and able to give their best.

The organisation - in providing services and facilities - is also committed against unlawful discrimination of visitors or the public.

The policy's purpose is to:

- provide equality, fairness and respect for all in our employment, whether temporary, casual, fixed-term or permanent, part-time or full-time
- prevent unlawful discrimination under the Equality Act 2010 on the basis of the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex and sexual orientation
- prevent all forms of discrimination whether lawful or unlawful. This includes in pay and benefits, terms and conditions of employment, dealing with grievances and discipline, dismissal, redundancy, leave for parents, requests for flexible working, and selection for employment, promotion, training or other developmental opportunities

The Institute commits to:

- Champion equality, diversity and inclusion in the workplace to enable a broad range of opinions and values representative of our society
- Create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual differences and the contributions of all staff are recognised and valued. This commitment includes training managers and all other employees about their rights and responsibilities under the equality, diversity and inclusion policy. Responsibilities include staff conducting themselves to help the Institute provide equal opportunities in employment, and preventing bullying, harassment, victimisation and unlawful discrimination.

All staff should understand that they, as well as their employer, can be held liable for acts of bullying, harassment, victimisation and unlawful discrimination, in the course of their employment, against fellow employees, customers, suppliers and the public.

- Take seriously complaints of bullying, harassment, victimisation and unlawful discrimination by fellow employees, trustees, suppliers, visitors, the public and any others in the course of the organisation's work activities. Such acts will be dealt with as misconduct under the Institute's grievance and disciplinary procedures, and appropriate action will be taken. Particularly serious complaints could amount to gross misconduct and lead to dismissal without notice. Further, sexual harassment may amount to both an employment rights matter and a criminal matter, such as in sexual assault allegations. In addition, harassment under the Protection from Harassment Act 1997 - which is not limited to circumstances where harassment relates to a protected characteristic - is a criminal offence.
- Make opportunities for appropriate training, development, and learning available to all staff, who will be helped and encouraged to develop their full potential, so their talents and resources can be fully utilised to maximise the efficiency of the organisation.
- Take decisions concerning staff based on merit (apart from in any necessary and limited exemptions and exceptions allowed under the Equality Act).
- Review employment practices and procedures when necessary to ensure best practice and fairness, and also update them and the policy to take account of changes in the law.
- Monitor the make-up of the workforce regarding information such as age, sex, ethnic background, sexual orientation, religion or belief, and disability in encouraging equality, diversity and inclusion, and in meeting the aims and commitments set out in the equality, diversity and inclusion policy. Monitoring will also include assessing how the equality, diversity and inclusion policy, and any supporting action plan are working in practice, reviewing them annually, and considering and taking appropriate action to address any issues.

Details of the institute's grievance and disciplinary policies and procedures can be found in the staff handbook. This includes with whom an employee should raise a grievance - usually their line manager.

Use of the Institute's grievance and disciplinary procedures does not affect an employee's right to make a claim to an employment tribunal within three months of the alleged discrimination.

# How to apply

To apply, please download, complete and return your application form to:

[hradmin@bishopsgate.org.uk](mailto:hradmin@bishopsgate.org.uk)

Application deadline: 10am on Wednesday 04 March 2026.

First round interviews will take place 11 March 2026.

Second round interviews will take place 19 March 2026.

