

# OPERATIONS MANAGER (THE BOX)



## Role Profile

<b>Title</b>	Operations Manager (The Box)	
<b>Grade</b>	GRADE I	
<b>Reference:</b>	NI525a	
<b>Reports to:</b>	Head of Business, The Box	
<b>Work style Definition</b>	Office based hot-desk/touch down worker	
<b>Job Type:</b>	Manager	
<b>Primary purpose of role</b>	<p>To be responsible for the operational management of The Box and heritage venues - Smeaton's Tower and Elizabethan House, creating a culture of excellence in customer service, environmental sustainability, health and safety and facilities management; ensuring our buildings are safe, clean and secure environments that function effectively for all users; and that environmental conditions are appropriately maintained.</p> <p>To be the designated Person In Control (PIC) and ensure health and safety is monitored and addressed.</p>	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>Provide leadership and direction including recruitment, welfare, discipline and training for the Visitor Services and Operations team to achieve the planned levels of service delivery in accordance with the Box's vision, mission and values and Arts Council England's investment principles and directly line manage 4 FTE staff and indirectly 11 FTE staff (10%)</li> <li>Manage the operational running costs for the sites of up to £1,000,000 (10%)</li> <li>Ensuring, monitoring and addressing health and safety across The Box (20%)</li> <li>The management of the visitor/user experience of the galleries, education and office spaces, ensuring high standards</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>Meeting the targets in the Business Plan, of generating £600k a year</li> <li>Feedback from staff and senior management</li> <li>Numbers of new initiatives tested and implemented and increase in income achieved</li> <li>Customer/Audience feedback</li> <li>Arts Council assessments and performance appraisals, e.g. Julie's Bicycle</li> <li>Independent evaluation data</li> </ul>

	<p>of customer care, presentation and cleanliness (20%)</p> <ul style="list-style-type: none"> <li>▪ Ensure that The Box and heritage venues are a safe, clean and secure environment for all users and meet all legal compliances for the facilities and equipment (15%)</li> <li>▪ Ensure that environmental sustainability and the maintenance of appropriate environmental conditions are incorporated in all operations supporting The Box's vision, mission and values, PCC initiatives, Arts Council England investment principles and The National Archives standards (15%)</li> <li>▪ Contribute to developing The Box as an NPO centre of excellence e.g. providing training, presentations, mentoring etc. (5%)</li> <li>▪ To analyse performance data for The Box and heritage venues through CRM and EPOS systems, proposing ways to improve performance where appropriate, reporting progress against targets (5%)</li> </ul>	
<b>Key activities</b>	<ul style="list-style-type: none"> <li>▪ To be part of the management team of The Box, reporting regularly to The Box's Head of Business, deputising for the Head where necessary (10%)</li> <li>▪ To manage supplier and service contracts, e.g. equipment, technical installations, cleaning, working in collaboration with the Corporate Property team to ensure that the buildings' maintenance programmes are delivered on time and within budget (20%)</li> <li>▪ To manage day to day operations of all venues seven days a week and support the strategy (30%)</li> <li>▪ To deliver and monitor best practice in health and safety procedures across the organisation and with our partner organisations e.g. our catering partners (20%)</li> <li>▪ To manage and direct the Visitor Services and Operations team (20%)</li> <li>▪ Carry out other duties appropriate to the grade of the post and that support The Box's overall objectives, including being the duty manager as part of a rotating team</li> </ul>	

<b>Essential qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Educated to degree or equivalent level</li> <li>▪ GCSE Maths A-C/9-4 or equivalent</li> <li>▪ Relevant management training</li> <li>▪ Knowledge of business and financial planning and management</li> <li>▪ Knowledge of mixed economy models, of venues within the cultural sector relying on earned income, as well as public subsidy</li> <li>▪ Knowledge of contract management</li> <li>▪ Extensive knowledge of buildings, security, health and safety and environmental management</li> <li>▪ Knowledge of contemporary issues around cultural diversity in public buildings and spaces</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Qualifications in buildings management</li> <li>▪ Health &amp; Safety management qualification or equivalent experience</li> <li>▪ Membership of or eligibility for membership of a relevant professional body (e.g. APM, IOSH)</li> <li>▪ Knowledge of how to operate effectively within a local authority</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Managing, coaching and developing staff through leadership, innovative thinking, communications, negotiations and motivation, and setting performance standards</li> <li>▪ Leading the operational management of public buildings</li> <li>▪ Business and financial planning and budget management</li> <li>▪ Contract management</li> <li>▪ Dealing with business and political implications arising from decisions</li> <li>▪ Proven success in managing client/partner relationships at a leadership level</li> <li>▪ Managing high level, complex negotiations</li> <li>▪ Writing detailed numerate reports and business cases, and in making recommendations and presentations to Boards or senior management</li> <li>▪ Developing and improving the visitor experience in a public building</li> <li>▪ Working collaboratively and as part of a team</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Working at a senior level within an arts organisation, or museum or cultural visitor destination</li> <li>▪ Working with technical staff responsible for installation of exhibitions</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to evaluate risk and to make professionally-based judgements to realise what constitutes a reasonable basis and ground for progressing and concluding negotiations</li> <li>▪ Management and leadership skills including motivational, mediation and dispute resolution</li> <li>▪ Problem solving skills and the ability to think laterally</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Negotiating and influencing skills</li> <li>▪ Ability to manage contracts</li> <li>▪ Developed communication, literacy and numeracy skills (verbal, written reports and presentations)</li> <li>▪ Ability to develop and sustain good working relationships with external organisations, elected members, government agencies and colleagues; and to work collaboratively as part of a team</li> <li>▪ ICT/keyboard skills using a range of Microsoft Office software, including project management software</li> <li>▪ Team player, able to work flexibly and positively with others</li> <li>▪ A can-do attitude, with the ability to find solutions to problems</li> <li>▪ Ability to promote positively The Box's mission, vision, values, aims and objectives</li> </ul>
<b>Corporate standards</b> <ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	