



JOB PROFILE AND PERSON SPECIFICATION

Job Title: Head of Operations (Senior Management Team Member)

Reports to: Director (Chief Executive), Watts Gallery Trust

Responsible for: Visitor Services Team and Duty Management (Visitor Services Manager, Assistant Visitor Services Manager, Visitor Services Assistant and the Volunteer Events Manager (Maternity Leave))

Hours: Full Time

Contract Type: Permanent

Salary: £38,000 - £44,000 pa dependent upon experience.

Job Purpose:

1. To lead the delivery of estate-wide operational best practice in safety management, risk mitigation and compliance to all legal, governance and regulatory standards, policies and procedures.
2. Lead the visitor services and duty management team to ensure the highest operational standards of visitor experience and enhanced volunteer engagement, communication, recruitment, retention and management.
3. To provide internal project management to ensure the successful completion of current and future capital, infrastructure and IT projects including liaison with external project managers and regional and national stakeholders.

KEY ACCOUNTABILITIES:

Operations and Compliance:

- Work with the Director and Senior Management Team peers to determine budget requirements, plan overall operations and formulate, interpret and implement policies.
- Liaise with and support Senior Management Team peers.
- Health and Safety management.
- To hold overall maintenance of the Risk Register and risk mitigation.
- Ensure compliance to all legal, governance and regulatory standards, policies and procedures, including Payment Card Industry Data Security Standard (PCI-DSS) and maintenance of all necessary insurance policies.
- Liaise with tenants and rental agencies to optimise properties in line with the charity's mission.
- Management and arrangement of legal agreements required for the delivery of strategic operations.
- Plan the organisation-wide delivery of the strategic enhancement of the estate.

Visitor Experience and Duty Management:

- Management of the visitor services team.
- Deliver the highest standards of volunteer engagement, communication, recruitment and management and visitor experience operations.
- Develop and implement volunteer policies and role profiles.
- To implement the findings of the recent Visitor Experience Review and impending Visitor Experience Report and Action Plan.
- Work with SMT colleagues to ensure a co-ordinated approach to the site wide visitor journey.
- Implement training for all staff and volunteers.
- Identify and maximise income-generation opportunities.

Project Management:

- Internal project management, supervision and oversight of major capital projects, estate-wide infrastructure and IT projects.
- Support the completion of the Physical Energy Project and restoration of the Grade I listed Watts Cemetery Chapel.
- Organise and manage options appraisals, project scoping, programme development, business planning and internal project delivery of future capital works.
- Liaise with external project managers and regional and national stakeholders as applicable.
- Support the Director and Head of Development in reporting to statutory funders and stakeholders.

Leadership and Management:

- Support the delivery of the long-term vision for Watts Gallery – Artists’ Village.
- Manage direct reports and dotted line accountabilities, including effective engagement in recruitment, annual appraisals and disciplinary matters and staff training, promotion and development.
- Promote and maintain excellent working relationships with all internal departments and relevant external stakeholders.
- Attend relevant training courses and participate in staff development initiatives to improve knowledge and working practice.
- Departmental budget planning, forecasting and reporting.
- Other projects and activities as required by the Director or Trustees.

PERSON SPECIFICATION**Knowledge & Experience**

- Significant experience in a senior operational capacity in the arts, cultural heritage or museum sectors.
- A strong understanding of company and charity law and regulatory frameworks.
- A strong appreciation of safety management and risk mitigation in practice.
- Experience of legal agreements in the context of operational delivery.
- A clearly evidenced background in delivering to policy frameworks.
- Proven experience of partnership and collaborative working.
- Demonstrable experience of working effectively as part of

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| | <p>a senior management team.</p> <ul style="list-style-type: none"> • Proven success in Project Management / Task and Finish group working. • Strong budget management experience. |
| Qualifications | <ul style="list-style-type: none"> • Relevant degree (eg: History, History of Art, Business, Management, Tourism or Heritage Studies) or equivalent arts, heritage and cultural experience. • Safety management, project management or regulatory qualifications or training desirable. |
| Key Competencies | <ul style="list-style-type: none"> • A sharp eye for operational excellence. • Highly effective verbal and written communicator. • Creative and innovative thinker with a solutions-based approach. • Adaptable and flexible operator. • Collaborative with strong team working. • Excellent interpersonal skills. • Strong organisational and planning skills. • Strong Project Management skills • Strong Microsoft Office skills. • Highly proactive and self motivated. • High level of accuracy and attention to detail. • Strong decision-making and problem-solving skills. |
| <p>RECRUITMENT TIMELINE:</p> <p>Deadline for applications: Wednesday 18 September 2019</p> <p>First interviews: Friday 27 September 2019</p> <p>Final interviews: Tuesday 8 October 2019</p> <p>Applications including a supporting statement expressing interest in and suitability for the position and CV should be sent to Katherine Smith via admin@wattsgallery.org.uk</p> <p>Watts Gallery Trust is fully committed to Equality and Diversity and welcomes applications from all sections of the community.</p> | |