

# Operations Manager Recruitment Pack



## Applying for the post

Thank you for your interest in Oxford House's Operations Manager role.

Oxford House is a community arts centre based in Bethnal Green which focuses on building a connected and creative community. We are run by a small and dedicated team.

This is a fabulous opportunity to be part of our future, where you can combine operational and commercial expertise with social purpose. You will have a strong track record of success leading the operations function in a cultural venue or equivalent with a safe, well maintained, attractive and sustainable building at the heart of the offer.

The role is very much hands-on, where you will be responsible for ensuring there is consistent and a high-quality operational delivery through the management of the front of house, cleaning, and contracting staff, and its building. You will also be responsible for generating income through the hiring out of our theatre and other venue spaces, working alongside our Arts & Heritage Producer and Café Manager and front of house team. You will also be a member of the management team that will help shape and delivery the organisation's strategy.

Applications must be submitted to the email address below by **12 noon on 25 October 2023**.

Your **application** must include

1. Your CV
2. Summary of how you meet the person specification and why you want to work for us (maximum 2 pages)
3. Our diversity monitoring form
4. Contact details for 2 current referees (one of which should be your present or most recent employer) whom we may approach for a reference.

If shortlisted, applicants will be invited to **interview** to be held on **1 November 2023**.

The selection panel will include John Ryan (Chief Executive) and Jessica Ihejeto (Arts & Heritage Producer). The selection process will include a presentation, practical test, and interview.

For more information about Oxford House please visit our website [www.oxfordhouse.org.uk](http://www.oxfordhouse.org.uk).

We are only able to contact applicants selected for interview. Therefore, if you have not heard from us within 1 week of the closing date, please assume that your application was unsuccessful on this occasion.

**Send your application to** John Ryan (Chief Executive) at [jobs@oxfordhouse.org.uk](mailto:jobs@oxfordhouse.org.uk)

## Diversity and Equality Statement

Oxford House strives to be an equal opportunities service provider and employer. OH, recognises that many groups of people within society suffer disadvantage, harassment, or discrimination in many aspects of their lives, thereby devaluing them and denying them their basic rights.

OH, commits itself to combating such discrimination by seeking to extend within the organisation opportunities for people affected by disadvantage and discrimination. OH, recognises that many people have different lifestyles and responsibilities that make demands on them as carers for children, family, or partners.

OH, seeks to ensure equality & diversity throughout services, employment, and management by providing appropriate encouragement where necessary to enable all types of people to play an active role and advance within its structure. OH, seeks to raise awareness within the organisation and amongst members and users of the various forms of discrimination and to promote efforts to combat it. OH, will train all its staff and volunteers in equality & diversity to ensure that they are up to date with any new legislation.

All forms of discrimination, abuse or harassment by staff will be regarded as disciplinary offences and dealt with in accordance with OH disciplinary procedures. All forms of discrimination, abuse, or harassment by users of OH or members of OH will be dealt with by the Chief Executive and/or Trustees.

## Job Description

Job title:	Operations Manager
Salary:	£38,500
Reporting line:	Chief Executive
Working Hours:	35 hours per week, to include some weekend/evening work.
Responsible for:	Front of house staff, cleaners, operations, and facilities contractors.

## Job Purpose

To manage the successful and effective operation of Oxford House, including the maintenance, safety and security of a Grade II listed building, venue hire, health & safety, and buildings/physical infrastructure.

## Main Responsibilities

### Operations and facilities management

To be responsible for managing and monitoring staff team and service providers to ensure the building is maintained, safe, clean, secure, and compliant, including:

- Ensuring contracts are appropriately tendered and have measurable KPIs
- Ensuring contractors work in a safe and appropriate way
- Managing the operations budget and ensuring good value for money
- Ensuring the following facilities services are well managed and monitored:
  - Cleaning of internal/external areas and waste removal
  - Maintenance of building including mechanical/electrical systems and lifts
  - Statutory compliant testing all appropriate systems (i.e., lifts, electrical installation/equipment, emergency lights, fire alarm systems, intruder alarm systems, water systems etc.)
  - Security equipment and service provision (i.e., CCTV, physical security and CCTV)
  - Managing a rota of trained staff to ensure building is unlocked and locked as required and external keyholder contractor respond to out of hours emergencies
  - Hard facilities including boilers, pumps, AHUs etc. and associated BMS
  - Utility and pest management contracts
  - AV and phone/broadband and IT systems

## Venue Hire

- Responsible for venue hire and maximising revenue from our hire spaces (studio theatre, meeting rooms, dance studio, chapel, and roof terrace)
- Working with the management team to maximise revenue and diversify income sources
- Coordinating internal teams to ensure hires are properly planned, resourced, delivered, managed, and evaluated
- Ensuring external listings with online hire platforms and location agencies are up to date
- Working with communication's lead to create marketing content and materials to increase sales activity
- Ensuring hires are compliant and meet conditions of the Premises Licence

## Front of House

- Managing Front of House (FOH) team to ensure a professional, inclusive, and welcoming impression and deliver excellent customer service
- Ensuring FOH rota matches expected levels of building activity and staffing required
- Working with Arts & Heritage Producer and Café Manager to manage/forecast casual staff budget

## Health and Safety

- Ensuring the charity is compliant with health and safety legislation and general/specialist risk assessments (e.g., fire, chemicals etc.) are up to date
- Acting as primary contact on premises/facilities for tenants and users of the building
- Championing health and safety among all staff and providing/arranging training as needed
- Managing the incident reporting system and report incidents under RIDDOR if required
- Ensuring appropriate provision of first aiders and first aid equipment
- Ensuring all drills and exercises are carried out and correctly recorded

## Out of hours and emergency response

- Being part of a small team that liaises with keyholder contractor for out of hours incidents, attending if necessary
- Leading response to emergency situations affecting the building at any time
- Developing business continuity plans and emergency plans for response to major incidents with the management team

## Capital works and strategic maintenance

- Contributing towards planning for and implementation of capital projects/improvements to Oxford House, subject to fundraising
- Involved in commissioning of Quinquennial Survey and delivery of actions against it

## Policies and procedures

- To ensure that safety and operational policies and procedures are regularly reviewed
- To develop and maintain a suite of standard operating procedures for the building

## Other

- To be a member of the management team
- To provide active leadership across the organisation
- To attend board and other meetings and report on areas of responsibility as required
- To contribute to the strategic planning process and business plan; to instigate and undertake internal reviews and development of internal strategies as required
- To manage the charities Premises Licence
- To champion the utilisation of sustainable solutions and materials across the building

## Safeguarding adults and children

- Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults.
- If employees have reason for concern that someone is 'at risk' they should escalate this to an appropriate person i.e., line manager, safeguarding children's lead.

## Person Specification

<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Min 3 years' experience of facilities / operational management (preferably in a cultural, listed building or managed workspace)</li> <li>▪ Planning maintenance operations with good understanding of heating, electrical systems, life safety systems and other plant</li> <li>▪ Experience of commercial partnerships; especially venue hire</li> <li>▪ Experience of managing multiple maintenance contracts</li> <li>▪ Thorough knowledge of health &amp; safety legislation (including fire)</li> <li>▪ Experience of procurement of goods and services</li> <li>▪ First aid &amp; Fire marshal trained</li> <li>▪ Experience delivering small capital projects</li> <li>▪ Experience of using CRM databases</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>D</p>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>▪ Ability to balance customer focused approach with business needs</li> <li>▪ Ability to effectively delegate</li> <li>▪ Ability to manage budgets and utilise resources effectively</li> <li>▪ Good team player able to influence others, lead and be led</li> <li>▪ Solutions-oriented approach to problems</li> <li>▪ Strong verbal and written communication skills</li> <li>▪ High degree of computer literacy</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>
<b>General</b>	<ul style="list-style-type: none"> <li>▪ APLH (or equivalent) and holds a Personal Licence</li> <li>▪ IOSH Managing Safely or NEBOSH National General Certificate</li> <li>▪ Flexible with regards to working hours</li> <li>▪ Committed to the aims and objectives of Oxford House</li> <li>▪ Physically fit to lift/move large items safely throughout the building</li> </ul>	<p>D</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>

### Employment Benefits

**Pension:** Contributory pension scheme provided by NEST

**Holiday:** 28 days plus bank holidays

**Well-being:** Employee Assistance Programme by Health Assured

**Other benefits:** Staff discount in café