



## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Operations Manager, Arts and Orleans House Gallery	<b>Grade:</b> PO3
<b>Section:</b> Arts	<b>Directorate:</b> Environment and Community Services
<b>Responsible to following manager:</b> Arts Service Manager	<b>Responsible for following staff:</b> Business Coordinator Volunteers Coordinator 2.5 FTE Front of House staff
<b>Post Number/s:</b>	<b>Last review date:</b> May 2019

#### Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

### Job Purpose

The Environment and Community Services Directorate is divided into four divisions and this role, is part of the Arts service which sits in the Culture division alongside Parks and sports.

The post holder will work closely with staff from across the council, Members, partners, members of the public and members of outside organisations.

The Operations Manager for Arts and Orleans House Gallery (OHG) is responsible for operations for the Arts service, including Orleans House Gallery (Grade 1) and public access to the site, and the management of all the services systems and processes.

The post holder with the Arts Service Manager (ASM) and the Programmes and Partnerships manager make up the senior leadership of the service, with strategic responsibility for the direction of the service, alongside accountability for service delivery. It is essential that the senior leadership balance the services innovation alongside suitable systems and measured risk.

The service has been reviewed, and a restructure is underway. This is a new post within the redesigned structure. This comes after the completion of a HLF project to restore renovate and rebuild OHG. The building re opened to the public in March 2018.

The service the capital assets and wider council structure are likely to continue to see substantial ongoing changes, alongside the fast-moving cultural context of the UK and Europe.

The post requires an experienced operational manager, with experience of managing publicly accessible venues, events and staff and contractor resources to deliver them.

The council is committed to providing a high quality publicly accessible creative and cultural programme across the borough. A service which whilst suitable for the location will offer exciting new ways to deliver creative practice and some surprises.

### **Specific Duties and Responsibilities**

To lead the operational aspects of the arts service for London Borough of Richmond upon Thames. Including management of the historic asset of OHG, public access and enjoyment of the site.

1. To lead the team that is responsible for the safe operational management of the service and the venue. Creating the right facilities and environment to allow for the delivery of focussed high quality and innovative creative engagement activities. There are 5 FTE staff members within this part of the team, working alongside associated contractors, sessional staff and volunteers.
2. To manage budgets and financial targets and where required make operational and service changes to meet financial restrictions. £0.75m revenue turnover. This includes income revenue strands through venue bookings, retail, café arrangements and other income opportunities.
3. To manage existing systems and processes, and where required, to provide the methodology and develop new systems, applying Council systems and best practice approaches. This includes systems and practice relating to general assets, historic assets alongside our general processes, such as cash

management, liaison with core contractors; with monitoring responsibility for data protection, museum accreditation, security of assets and people.

4. To ensure efficient, effective and secure operations of the main site and activities off site, maintaining safe access for all.
5. To ensure customer care standards are relevant, suitable, consistent and applied across all arts services.
6. To oversee the strategic approach, and day to day management of income generation, ensuring we maximise opportunities without reducing our core service and mission.
7. To work flexibly across the directorate and provide support and cover to other senior staff as required.

### **Generic Duties and Responsibilities**

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

### **Additional Information**

The working hours are 36 hours Monday to Friday. The post includes some flexible working, including weekends and evenings. The venue is open 6 days a week, and programmes run over weekends and evenings. Multiple sites and programmes will run at the same time. Both the establishment staff and other support staff and volunteers work across flexible hours.



## Person Specification

<b>Job Title:</b> Operations Manager, Arts and Orleans House Gallery	<b>Grade:</b> PO3
<b>Section:</b> ECS Culture	<b>Directorate:</b> Environment and Community Services
<b>Responsible to:</b> Arts Service Manager	<b>Responsible for:</b> Business Coordinator Volunteers Coordinator 2.5 FTE Front of House staff
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### Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
<b>Knowledge</b>	
Knowledge of current best practice in operational venue management, with public access.	A
Knowledge of operational systems that enable the smooth delivery of services. Including business systems.	A
Knowledge of the relevant legislative, procurement and political processes.	A/I

Knowledge of management techniques/approaches for leading venue-based teams.	I
Knowledge of key issues relating to retail management and operation of service through partnership/lease arrangements.	A
Knowledge of best practice when working with and recruiting volunteers	I
<b>Experience</b>	
Experience of managing significant or complex venues. (annual visitors of 30,000 plus).	A
Experience of managing security issues in relation to assets and people	I
Experience of liaison with senior managers and /or politicians, including the management of 'political' and sensitive matters.	I
Managing and leading teams in a fast-moving dynamic environment. (Staff or project teams of 4 plus individuals).	I
Management of hire arrangements, including customer liaison.	A
Financial management including managing service reductions and new income generation.	I
<b>Skills</b>	
Ability to forward plan and manage relevant risk processes for assets and services.	I
Ability to share good practice, coaching others through the details of operational management and the development design and use of processes.	I
Ability to adapt operational management to a historic or cultural service / or existing experience.	I
Ability to communicate and negotiate clearly and effectively, both orally and in writing, with a wide range of individuals including senior leaders.	A / I
Ability to work independently and as an effective team member using own initiative.	I
Ability to adapt to changing priorities, contexts and deadlines.	I
<b>Qualifications</b>	
None	

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**