



Operations Manager Job Description

Job Title	Operations Manager
Salary	£28,000 – £30,000 FTE for 21 hrs per week. Fixed Term for 3 years
Hours of Work	You will be contracted for 21 hours per week. You may be required to work outside of normal office hours, at evenings, weekends and on bank holidays and on public holidays.
Location	3 Charnwood Street, Derby, DE1 2GT and 8Albert Street Derby DE1 2DS. Travel will be required for this post.
Responsible to	Artistic Director
About Artcore	Artcore is a registered charity and cultural hub in Derby. We work with various communities in Derby, the East Midlands and beyond, to enhance lives through art. Our long-term objective is to promote visual art within the East Midlands and we are committed to bringing arts and crafts activities into the lives of people of all ages, abilities and ethnic backgrounds.
Overall purpose of the Job	<p>The Operations Manager will be responsible for the health & safety; security of the buildings, artworks and cash on the premises; risk management; oversee volunteers and café and shop, and supporting the Directors to ensure trading and visitor targets are achieved.</p> <p>We are looking for someone with great organisational skills, who is able to work with a diverse team of staff and volunteers and carry out a varied workload with a positive, can-do attitude, as per the job outline (below). You will oversee the maintenance and overall safety procedures for the premises, including being a keyholder and first-responder to out of hours alarms, so you will need to live within 30 minutes journey-time of the buildings.</p> <p>The role of the operations manager involves:</p> <ul style="list-style-type: none"> • Overseeing day to day running of the programme • Being the principle on-site manager of the Artcore buildings. • Ensuring a warm welcome and a positive experience for all of our visitors. • Supporting, motivating and growing our excellent team of staff and volunteers. • Supporting gallery activities, including our shop and café. • Overseeing all aspects of the safe and efficient operation and management of Artcore buildings, from scheduling maintenance work and overseeing contractors, to leading on health & safety matters, security (including being a key-holder and out-of hours alarm responder). • Managing key supplier contracts relating to the building, including insurance, energy and security • Attending training for own development where required.

Key Result Areas	<ol style="list-style-type: none"> 1. Liaise with appropriate organisations, groups, partners and users to arrange venues, and programme. 2. Manage the marketing, promotion and awareness raising of project activities and assist the Directors with any online reports, website developments and updates, displays and events. 3. Ensure all staff and volunteers have appropriate DBS checks, inductions and safeguarding training. 4. Develop appropriate evaluation forms and tools to assess service impact. 5. Be responsible for the implementation of policies and procedures of Artcore, including safeguarding and equal opportunities monitoring. 6. Liaise with the Directors and other staff and volunteers of the organisation to ensure that the work is of high quality and meets the expectations of funders, partner organisations and others. 7. Maintain and update any records, booking forms, records, filing systems, computer files or other details as may be required for the delivery and/or monitoring of Artcore's work. 8. Support fundraising activity for and to promote the work of Artcore through contributions to appropriate publications, dissemination of information to external stakeholders and personal presentations at relevant conferences and forums. 9. Undertake any other tasks which may be reasonably required within the post and range of experience, expertise and skills. <p>Performance will be measured by working towards project outcomes. Achievement will be measured against the agreed objectives through regular meetings with the Directors, through progress reports for Trustees and through the staff review process.</p>
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Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Ability to confidently use IT including emails, Word, Excel, PowerPoint, Point Of Sale systems, e-commerce systems and WordPress. 	<ul style="list-style-type: none"> • Degree level Qualification
Experience	<ul style="list-style-type: none"> • Minimum 3 years relevant work experience • Highly organised with strong administration skills. • At least two years' experience of all aspects of staff management and ability to team-build and generate supportive, cohesive and productive team relationships. • Excellent people skills and a positive attitude to problem-solving. • Is entrepreneurial and excited to maximise the commercial potential of the organisation. 	<ul style="list-style-type: none"> • Experience in the use of a range of Social Media • Strategic Planning • Experience of managing budgets • Experience of developing opportunities for people to volunteer • A good understanding of modern administrative systems. • A good knowledge and understanding of current Safeguarding, Health and Safety , Equal Opportunities and Data Protection Act legislation.

	<ul style="list-style-type: none"> • Well organised and confident with responsibility. • A creative thinker who enjoys working in a hands-on way. • A positive and helpful attitude and is able to work well in a small team. • Experience of recruiting, supporting and working with sessional workers and volunteers • Excellent communication / organisational skills, both written and verbal • Ability to manage, lead and motivate a team of part time / voluntary staff • An understanding of safeguarding and child protection • Well developed literacy and written and oral communication skills, including the ability to communicate with people from a variety of social, cultural and professional backgrounds • The ability to work as part of a team and also to be self motivated and directed • Openness to new ideas and flexibility in relation to ways and times of working • Experience of methods of monitoring and evaluation and the ability to develop materials to measure outcomes. 	
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The first six months of your employment shall be a probationary period. We may, at our discretion, extend this period for up to a further three months. During this probationary period your performance and suitability for continued employment will be monitored. At the end of your probationary period you will be informed in writing if you have successfully completed your probationary period.