OPERATIONS MANAGER

Employer: Turner’s House Trust
Accountable to: THT Board of Trustees
Contract: 4 days per week (including some weekend and evening working) 1 year fixed-term contract with possibility of extension
Salary: £28,750 per annum pro rata (ie £23,000 for a 4 day week)
Closing date: 28 February 2022
Provisional interview date: 10 March 2022
Starting date: April 2022 or by negotiation as soon as possible thereafter

Purpose and key responsibilities:

Sandycombe Lodge, Twickenham is a small Grade 2* listed house designed by J.M.W. Turner for his own use. This role is an opportunity to manage the day-to-day running of the house, providing an outstanding visitor experience and working with local and national audiences.

We are looking for an enthusiastic and attentive manager to look after the day-to-day operational and facilities management of the house and its garden. The Operations Manager will report into the Board, and will work closely with the part-time Museum Director and the Learning & Volunteer Officer and the volunteers who support as stewards, guides, gardeners and in many other roles, to ensure a high standard of customer service and visitor experience. This role will also involve helping to maximise our income potential by facilitating private/corporate hires of the house, fundraising activities, partnerships, PR and marketing opportunities, all of which contribute to the sustainable future of the Turner’s House Trust.

Turner’s House is open to the public 4 days a week, Wed-Sat, 12 noon-4pm, with an annual closure period that typically spans November until February. The House is also open for educational visits, and for private events up to 10pm for a limited number of days each year. The post holder will work on a rota with the Learning & Volunteer Officer to ensure the house is staffed during opening and events. The post holder is entitled to 25 days of paid annual leave.

In order to apply, please send a CV and covering letter, addressing your reasons for applying and the ways in which you meet the job description and person specification to Michael Deriaz, Vice Chair of the Board of Trustees, mderiaz@btinternet.com

Turner’s House is an equal opportunities employer. Applications are welcome from all. Job shares will be considered for this post.
JOB DESCRIPTION

Principal duties and responsibilities

- Provide overall management and maintenance of the property according to the management and maintenance plans, including opening up and closing the House on a rota with the L&V Officer. The role includes some front-of-house working and occasional attendance at evening and private events, and may require the postholder to be on call for emergencies
- Maintain and manage Turner’s House to the highest heritage standards, while providing an engaging and positive welcome for visitors to the House
- With the L&V Officer and Museum Director, facilitate the programme of events at Turner’s House, including evening events, talks, concerts, tours.
- With the L&V Officer, support the volunteers who are crucial to the opening of the house, ensuring that the volunteer team is happy and engaged, and that the house is adequately staffed at all times
- Arrange and supervise other contractors such as technicians and cleaning staff
- Ensure that Turner’s House is Health and Safety and fire safety compliant, including carrying out fire drills and smoke, fire equipment and alarm tests as recommended.
- Ensure that the building has adequate and up to date insurance
- Working with the Trust’s part-time finance manager, be responsible for day-to-day bookkeeping. Record income and expenditure including petty cash. Complete a daily shop till reconciliation including admissions and shop takings. Ensure all cash is banked regularly
- Ensure that Turner’s House Trust complies with all Data Protection legislation
- Carry out any necessary administrative tasks necessary for evaluation and monitoring, such as visitor feedback forms. Deal with visitor complaints as required
- Ensure that the House is operationally efficient, making proposals for improvement, approval and, as appropriate, taking those proposals forward
- Carry out any other reasonable tasks commensurate with the post

PERSON SPECIFICATION

Essential requirements:

- Experience of operations and facilities management
- Experience of providing excellent visitor experience and engagement
- Experience in project management, managing contracts and delivering projects within an approved budget
- Self-motivation and demonstrable initiative
- Creative flair with strong problem solving skills
- Strong communication skills with the ability to act as ambassador for Turner’s House
- Able to take on key-holder responsibilities and work on some evening events

**Desirable characteristics:**

- Experience in management of a small to medium sized historic property or museum
- Interest in history, art history, and in Turner and his times
- Live within easy travelling distance of the House, which is in Twickenham