

Job Description: Head of Operations

Values and behaviours

You will embody all these as they are integral to our vision to ensure we connect people with place, curiosity and creativity. People are at the heart of everything we do.

You will be successful in the role through embracing and demonstrating:

- Initiative
- Innovation and creativity
- Openness and honesty, encouraging everyone to have a voice
- Team work
- Going the extra mile
- Developing the potential of the organization to grow

Responsible to: Chief Executive Officer

Responsible for: Operations Team

Key Relationships: Head of Collections & Curation, Scarborough Borough Council, Woodend Tenants

Purpose of the role

1. Managing and supporting your team to encourage and develop their potential and to deliver a great visitor and stakeholder experience.
2. Deliver outstanding service by delivering an excellent visitor experience and represent the needs of tenants at Woodend to assist and support their growth.
3. Manage the day to day operations of all three venues.
4. Develop the commercial opportunities for all 3 venues.

Responsibilities of the role

- Develop a three-year strategy with the team to enable you to deliver in your area of responsibility.
- To support and develop your teams' talents to enable sustainability and develop knowledge and experience which utilises resources and shapes the visitor experience.
- Day to day management – site and resource management/ admin. Facilities/ financial/ HR/ marketing and promotion.
- Develop income streams (E.g. Retail, hospitality, offices, IT and Telephony).

- With the CEO develop both local, national and international connections that enhance the reputation of the organisation and develop new and exciting partnerships.
- Interface with the Council (Regeneration/ Estates / Tourism team).
- Develop the educational and learning offering and develop relationships with peer organisations. E.g. SJT
- Duty management as required across sites.
- Support the Head of Collections and Curation to drive the development of the visitor experience to ensure best utilization of the collection.
- Ensure the organisation is fully compliant in terms of accreditation and other relevant industry standards.
- Responsibility for attracting and supporting volunteers.
- Review current processes and develop and implement identified improvements where required.
- Measuring and monitoring performance delivery through robust and effective KPIS and targets.
- Develop and write funding bids.

Employee Specification

What are we looking for to really make a difference?

Skills, Behaviours and Experience	Essential	Desirable
Experience and demonstrable examples of ensuring people are at the heart of everything you do	X	
Experience of inspirational leadership with an ability to engage and inspire others	X	
Capable of using initiative to deliver the organisational vision	X	
Experience of developing teams who are enabled to use their initiative and develop ideas	X	
Experience of developing individual potential	X	
Experience of managing the day to day operations of an organisation effectively	X	
Experience of shaping a great visitor experience and managing customer expectations	X	
Understanding of Creative Industries and cultural regeneration to assist and support growth		
Effective networking and influencing skills to ensure individual and group needs are represented in an effective way	X	
Ability to be hands on and strategic	X	
Creative thinker capable of thinking outside the box to problem solve and develop new services	X	
Ability and experience to have honest conversations and have sometimes perceived difficult conversations to move things forward	X	
Excellent verbal and written communication skills	X	
Experience of implementing and adhering to quality standards	X	
Experience of measuring and monitoring performance delivery through robust and effective KPIS and targets	X	
Managing financial budgets		X
Experience of attracting and supporting volunteers		X
Experience of developing and writing funding bids		X
Experience of marketing and promotion		X
Qualifications	Essential	Desirable
Degree in relevant subject	X	
Management degree		X

