

Sharpe's Pottery Heritage and Arts Trust Limited

Draft Job Description

Job Title: Centre Manager

Responsible to: Chair Person

Responsible for: All staff and volunteers.

Salary Scale:

Full time 37 hrs per week excluding meal breaks. No overtime is paid but time off in lieu may be taken where appropriate.

Job Summary

The Centre Manager is a core post with a pivotal role in ensuring the smooth day-to-day running of a busy vibrant Sharpe's Pottery Heritage and Arts Centre, a place where objects of historical, scientific, artistic, or cultural interest are stored and exhibited, along with a retail offer, and an information point for visitors where they can obtain a range of information about our diverse district. The site also houses People Express (a professional participatory arts organisation), The Magic Attic (a large history archive managed by passionate volunteers), and commercial tenants (café and beauty therapy rooms).

To ensure all services are delivered in accordance with the Trust's Vision and Mission Statements and policies and objectives, with particular regard to equality of access, regardless of physical, intellectual or financial ability.

Be responsible for managing and growing services of Sharpe's Pottery Heritage and Arts Centre, and effectively lead and manage staff and volunteers in order exercise and promote high standards of customer services that best meet the needs of the local community and the requirements of South Derbyshire District Council Service Level Agreement.

To protect and maintain a significant heritage building and collection, ensuring it remains vibrant, and continues to provide a quality offer of heritage and arts programmes, lifelong learning opportunities, an accredited museum, and Tourist Information Point, along with other vital services and facilities for the residents and businesses of South Derbyshire.

To develop and revise the Sharpe's Pottery Heritage and Arts Centre Business Plan and Work Programme including financial forecasts, and key performance indicators ensuring that they reflect all aspects of the organisation.

To proactively develop, coach and inspire staff and volunteers to maximise their potential and promote and reflect the Trust's values.

To manage relationships and work with partners and other agencies, where required, to deliver shared objectives for the Trust.

Key Responsibilities

Strategy and Finance

To increase income through core commercial operations, including venue hire, retail opportunities, donations, ticket sales, sponsorship and other potential revenue streams, and oversee their trading performance and business analysis.

To make sure effective administrative and financial systems and processes are in place along with periodic reviews to ensure that ongoing operating costs (e.g. utilities, insurance, maintenance agreements) continue to achieve value for money.

Be responsible for placing orders for goods and services ensuring delivery of work, goods and materials.

To seek fundraising opportunities and prepare bids, accompanied by relevant financial and key performance data to support the development of the site, and a programme of activities in line with the organisations Business Plan.

To ensure appropriate records are kept for monitoring the nature, level and quality of services, projects and programmes to allow the Council and other funding bodies to inspect them upon reasonable notice, and for reporting purposes.

To assist the Strategy Support & Finance Subcommittee in the preparation of financial and performance reports for the Board and the Council's Service Level Agreement and provide additional support as and when required.

Personnel

To manage and supervise all members of staff and volunteers, delegating tasks as appropriate in line with the Business Plan, Work Programme and Service Level Agreement, as well as ensuring processes and governance controls are implemented, enforced and observed by everyone.

To operate an inclusive and positive working environment, together with clear communicating and reporting structures for members of staff and volunteers where they can openly discuss ideas, and solutions to these.

Be responsible for personnel-related issues including recruitment of new staff, appraisals, maintaining employment records, personal development reviews, overseeing holiday and sickness records and administering Disclosure and Barring Service check, in line with data protection legislation and good practice.

To develop and implement training initiatives, policies and procedures to ensure that all visitors receive exceptional customer service from staff and volunteers, and staff enjoy opportunities for personal development.

To recruit, induct and support volunteers, ensuring that role descriptions and training requirements keep pace with the organisation's needs.

To adhere to and ensure the appropriate compliance with the Trust's Health and Safety Policy are being followed by everyone.

To assist the HR Subcommittee with other personnel matters as and when required.

Maintenance of Buildings and Collections

To be one of the key holders, in case of emergency call-out to reset alarm call (24 hours).

Be responsible for the custodianship of a significant heritage building and collection and supervise relevant staff and volunteers to ensure that collections are adequately stored, documented, displayed and interpreted.

To ensure occupancy of all premises containing collections are secure and the appropriate risk assessments of security arrangements are in place.

To develop an Asset Management Plan and devise and implement a clear workable emergency plan.

To ensure the Museum is fully accessible and that high standards of tidiness and cleanliness are in place to comply with museum and visitor service standards.

To assist the Health & Safety, Building & Maintenance Subcommittee in premises and collections maintenance i.e. recording issues and liaising with contractors and others to ensure that repairs are carried out, along with other building and collection matters where necessary.

Marketing and Engagement

To work in partnership with other organisations in the heritage, arts, education and tourism sectors to engage a wide audience with the building and collections, through the development and implementation of a programme of exhibitions, events, educational and lifelong learning activities.

To develop and implement a Marketing Strategy.

To involve and consult with the local community and other key stakeholders in relation to future plans and activities for Sharpe's Pottery Heritage and Arts Centre.

Keep abreast of policy development in the heritage, arts, education and tourism sectors, so that the organisation can respond to new opportunities for external partnership and funding.

Person Specification - demonstrate experience and knowledge of the following, (these together with the requirements listed in the JD will form the short – list criteria)

Essential

- An individual who has a passion and experience for delivering outstanding visitor experiences within the cultural, heritage and tourism sector;
- Had experience of developing commercial opportunities, implementing strategies to these and delivering ambitious, but achievable, income targets;
- Knowledge and experience of fundraising;
- A highly skilled operational manager, with demonstrable experience of leading and motivating teams within a visitor attraction setting;
- Ability to provide strategic leadership to the front of house team, overseeing day-to-day operations and driving quality standards forward across the site;
- Experience of recruitment, training and performance management of relevant staff and volunteers;
- Proven experience of working and managing in a customer service environment and encouraging high standards of visitor care;
- Training and/or mentoring experience;
- Experience of public engagement with visitor and/or heritage attractions;
- Experience of marketing a community facility and visitor destination;
- Excellent interpersonal and communication skills;
- Excellent report writing and analytical skills;
- Proven ability to prioritise, work under pressure, forward plan and meet deadlines;
- Experience of relationship management of internal and external customers and stakeholders;
- Strong IT skills, including knowledge of Microsoft Office products.

Desirable

- Ideal candidate will possess a post graduate or professional qualification in business or heritage management;
- Knowledge and experience of fundraising in the heritage and arts sector;
- Understanding of the custodianship function of museums and heritage sites;
- Experience of using interactive and digital technology
- Have effective social media skills and be adept in i.e. Word Press Facebook, Twitter etc.