



JOB PROFILE OPERATIONS MANAGER

DEPARTMENT:	Resources
LOCATION:	Compton Verney
REPORTS TO:	Deputy Director
KEY RELATIONSHIPS:	Deputy Director and Director Contractors, Suppliers, Neighbours Visitor Services Manager, Grounds Team, Programming Other CV departments
HOURS PER WEEK:	Normally 37.5 hours but must be flexible to increase these to meet operational needs as required
CONSTRAINTS: (Travel/Base/Working Patterns etc)	May be required to work weekends and evenings or attend site out of hours in emergencies
CURRENT JOB HOLDER:	N/A
DATE:	4.1.12

1) CONTEXT

Compton Verney is a unique and award winning art gallery set within 120 acres of Grade II* listed historic "Capability" Brown landscape in rural Warwickshire. We are unique by virtue of our independent charitable status, our popular and acclaimed exhibition and learning programme and our mission to increase our audience by broadening our appeal and sharing our passion for art with as many people as possible.

Our strategic goals are as follows:

- i. to develop the whole site as a successful, popular and independent art gallery and a distinctive and unique visitor destination
- ii. to increase footfall with cost-effective and market-aware programming
- iii. to maximise income and build a secure funding base
- iv. to build partnerships for funding, programming, event planning and learning projects

Core Values of the Company

- **Creativity** – We aim to challenge accepted norms and to find imaginative solutions that take Compton Verney forwards
- **Professionalism** – We aim to achieve the highest professional standards in our work, and to behave with respect and courtesy for others
- **Trust** – We aim to work in ways which empower and support our colleagues

2) MAIN PURPOSE OF THE JOB

Working within Compton Verney's budget:

Ensure maintenance and presentation of the grounds and buildings, including all visitor facilities, are delivered continuously to consistently high standards.

Ensure the value of Compton Verney's assets/property is maintained

Deliver consistently acceptable and stable environmental conditions and systems for the preservation and presentation of works of art to the public.

Deliver consistently robust fire and security systems and procedures for the security of the art, staff and the public.

Deliver consistent compliance with health and safety and other relevant legislation (eg planning and licensing).

Deliver consistently efficient cross-departmental logistical support for programme, events and out of hours functions.

Deliver consistently appropriate provision of IT and telecommunications equipment and systems.

3) KEY ACCOUNTABILITIES

The jobholder will be accountable for:

a) Operations

- Providing security and maintenance services to maintain the appropriate standards of security and operational efficiency.
- Regularly reviews of SLAs for out-sourced services (such as building maintenance, engineering systems, cleaning, etc.) through contract meetings to ensure compliance with output specifications set by CVHT.
- Managing the tendering, selection and management of contractors
- Working with contractors and building specialists to provide planned preventative maintenance programmes (to include a five year Forward Maintenance Plan) for all works for the repair of the building fabric, decorative features, heating, lighting, water, ventilation and air-con.
- Keeping the building's technical information records up to date.
- Ensuring all insurance matters are responded to, managed and resolved.
- Ensuring all operational works, services, and equipment are delivered in a timely and cost efficient manner.
- Managing CV's disaster recovery plan, including the provision and management of emergency supplies and facilities and services, and to be

part of a cross-departmental Disaster Response Team.

- Liaising with the licensing authorities when required and ensuring compliance with all legislation (alcohol, performing rights, radios, out of hours events etc).
- Developing the CV Risk Policy and leading on risk management and assessment practices and procedures
- Championing the green agenda and driving efficiency cost savings.
- Ensuring the efficient and appropriate provision and function of all IT, telecommunications and audio visual equipment including the purchase of essential licenses.
- Responsible for liaising with local stakeholders including Stratford District Council, police and fire services and residents re property matters.
- Project manage site development including historic elements, eg chapel and art/commercial installations (marquees, sculptures etc).

b) Visitor Services

- Providing the delivery of services and facilities in the grounds, gallery and offices.
- Supporting the implementation of systems and procedures for the efficient, timely and accurate delivery of ticket & membership sales and visitor access.
- Supporting the preparation and delivery of events and hires/ promoting patrons & supporters groups/ etc.

c) Grounds

- Providing leadership for the Grounds team.
- Supporting the development and execution of the Landscape Management Plan and Tree Management Plan.
- Overseeing the development, implementation and monitoring of systems and procedures for the efficient, timely delivery of grounds service to maintain the overall presentation of the site.
- Monitoring the grounds team's contractors and suppliers for quality of service and cost efficiency.
- Managing legal responsibilities concerning the recording and surveying of the lake under current Reservoirs Act regulations.

d) Health and Safety

- Representing Compton Verney as the qualified 'competent person' in matters of health and safety and environmental safety.

- Ensuring that CVHT fully complies with both the letter and intent of all applicable Health and Safety legislation, so far as is reasonably practicable.
- Ensuring that staff and volunteers are fully trained and aware of their responsibilities regarding both public and personal safety and well being. Identify training needs and organise accordingly
- Updating and amending the Health and Safety Policy (adopted by the Senior Management team and Trustees) to reflect changes in the organisation and Health and Safety legislation and regulations.
- Conducting an annual review of the Policy procedures, rules and Codes of Practice.
- Implementing and maintaining a pro-active Health and Safety Committee, with representation from all departments, reporting the SMT quarterly (minutes) and the trustees annually (summary).
- Ensuring awareness and compliance with legislation relating to Health and Safety at work and encouraging all staff and contractors to work in such a manner that accidents to themselves and others are avoided.
- Providing a reference point for all Health and Safety enquiries.
- Ensuring the safe operation and maintenance of plant, equipment and facilities by periodically appraising working methods.
- Obtaining a working method statement, risk assessment and copy of Public Liability Insurance for all on-site contractors.

e) Security

- Maintaining procedures for the security and protection of all art works, other assets, staff, and public and monitor regularly, identifying areas for improvement where necessary
- Managing site security issues, including liaison with the Police Force, local authority representatives and neighbours.
- Managing the contract for provision of security guarding
- Managing the contract for provision of maintenance and repair of the security control system and equipment.
- Setting in place systems for the monitoring and control of unusual behaviour by visitors.
- Liaising with the remote monitoring company concerning emergency services response

f) Fire

- Managing fire prevention and safety, including liaison with the local Fire Department and local authority representatives.
- Managing the contract for provision of maintenance and repair of the fire control system and equipment.

- Liaising with the remote monitoring company concerning emergency services response.

4) AUTHORITIES

Finance	<ul style="list-style-type: none"> • Manage Operations & Grounds budgets • Negotiate contractors' fees & Service Level Agreements • Prepare and submit proposals for capital expenditure • Manage Capital Project Budgets
People	<ul style="list-style-type: none"> • Manage Grounds Manager
Other	<ul style="list-style-type: none"> • Qualified Health and Safety Competent Person • Licensee • Responsible for fire risk assessment • Responsible for disaster planning • Responsible for implementation of Reservoirs Act regulations

5) JOB HOLDER SPECIFICATION

<u>Specification</u>	<u>Essential</u>	<u>Desirable</u>
QUALIFICATION & ATTAINMENTS Educated to degree level or equivalent Facilities management qualification Health & Safety qualification (IBOSH/NEBOSH equivalent) Hold a personal license for the sale of alcohol Proactively continuing professional development	* *	* * *
WORK EXPERIENCE Successful track record in the provision of operational services to a gallery, museum or comparable institution Experience of budgetary responsibility Experience of word processing, database, spreadsheet packages and web Experience and understanding of all Health and Safety standards as they effect a public venue, and the ability to interpret legislation to ensure efficiency and safety Experience in liaising and negotiating with statutory authorities, officials and bodies	* * * * *	
SKILLS Ability to work independently Ability to assess priorities and make decisions Numerate with excellent written and oral communication skills Strong leadership and motivational skills	* * * *	
BEHAVIOURS/CHARACTERISTICS Self-motivated Proactive with a modern approach Open interpersonal style Teamworker Clear communicator Organised and works well to deadlines Ability to handle sensitive issues in a tactful manner	* * * * * * *	