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**Job title: Estate & Operations Manager**

**Responsible to:** The Director of Commercial and Operations (COO)

**Responsible for:** Facilities, IT and Business Support. Additional responsibility for Volunteers within Facilities, IT and Business Support where required.

**Salary:** £31,833.24

**Hours of work: 37 Hours per week**

**Contract:** Permanent

**Place of work:** The Bowes Museum

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**Benefits:**

* We are very happy to discuss flexible working and ways for our team to manage their home and working lives.
* 25 days holidays in addition to Bank Holidays.
* 5% employers pension contribution.
* Discount in the museum’s café and our shop.
* Free staff parking.
* Employee Assistance Programme – providing a 24/7 free helpline.
* Training and development opportunities.
* Free entry for your immediate family to the museum.
* Some mutual free entry arrangements with other partnership attractions.

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**Estate and Operations Manager Role Description and Person Specification:**

**Organisational Relationships**

* Reporting to the Director of Commercial and Operations (COO)
* Line Manager to a multi-disciplinary team, including Facilities Manager, IT Administrator and Business Support
* Working alongside the Senior Leadership Team, Extended Management Team, museum staff including the Development team, Trustees, stakeholders, volunteers and the Friends of the Bowes Museum
* External networks and partners including contractors

**The Role**

The Estate and Operations Manager will play a pivotal role in the operation of the Bowes Museum.

To be successful in this role, you will bring a breadth of operational expertise, industry knowledge of working within a charity, strategic thinking, a passion for delivery and leadership skills. You will also have strong staff management skills and be able to contribute effectively to the broader leadership and direction of the museum. The Bowes Museum is a charitable trust and an Arts Council National Portfolio Organisation, with income from visitors, a growing membership scheme, growing commercial operations, donations, and grants.

The post holder, as a member of the museum’s Extended Management Team, will lead and manage the operational side of the museum, ensuring the site is well cared for, safe, compliant and a great experience for our visitors. You will also lead and support project delivery and investment in the site helping deliver the museum’s vision and long-term plans.

Reporting to the Chief Operating Officer, you will play a critical role in supporting the Senior Leadership Team, providing strategic insights and leading decision-making within the museum. You will coordinate work programmes, planning, budgeting, and monitoring, and help align our processes and resources so we work effectively and efficiently within your areas of the business. Your role will include operational and financial planning, risk management, supporting decision-making, project delivery and reporting, working as part of a wider team to achieve ambitious outcomes for the Bowes.

You will lead IT support and delivery ensuring the museum infrastructure is fit for purpose, compliant and safe, as well as a Business Support team who support a number of departments while dealing will both internal and external tasks and enquiries.

You will ensure the museum works within all legal parameters in your departments including Health and Safety, Compliance and GDPR

**Role Purpose**

* To lead the museum’s operational involvement in development and infrastructure projects across the site.
* To lead the museum’s Facilities provision ensuring costed and programmed work plans are in place raising the quality of the care of the site fabric including structures and the parkland environs.
* To lead for compliance ensuring the museum remains safe and legal at all times in all areas of Health of Safety and IT law / regulations.
* To lead the Business Support team to ensure a smooth and effective administrative support operation for colleagues and an exceptional customer experience for external communications and enquiries.
* To assist the Senior Leadership Team with strategic thinking and delivery expertise to help shape and deliver future ambition.
* Through your teams you will champion the visitor experience in all we do.
* To coordinate reports to the Directors, Board of Trustees, committees, funders and stakeholders in all areas relating to Property and Operations and key performance management as required.

**The Person**

You will be enthusiastic, highly organised, methodical, and accurate. You will communicate well with colleagues and our external stakeholders, partners, and suppliers. You will be proactive in problem-solving in a dynamic museum environment. As a confident and visible leader, you will enjoy building effective working relationships with a broad range of people and advocating for the museum’s values and behaviours. As someone used to juggling multiple elements, you will be flexible and adaptable in your approach and passionate about maximising the resilience and sustainability of the Bowes Museum.

**1. Specific Responsibilities and Duties:**

* Lead the museum’s approach to buildings and site care and compliance, planning and delivering works and supporting large scale projects while ensuring effective and smooth operations around the site for daily visitors.
* To support delivery of projects in line with the museum’s strategic plan.
* Be responsible for staff management, motivation, leadership, training and development for all direct report teams. This will include coaching and 1:1 support, team meetings, and performance management processes, including appraisals for wider team members as required, all while developing a can-do culture of positivity and success.
* To lead the Facilities, IT and Business Support teams ensuring museum ambition and delivery is met through the teams
* To ensure through the Facilities and IT teams that the museum is compliant at all times re Health and safety and digital / data compliance, ensuring necessary monitoring, inspections and evaluation are completed at relevant and required times
* To deliver through the team, an effective and efficient Business Support function for museum colleagues and an exceptional customer interface for external enquires to the museum.
* Working with Facilities and Collections to ensure all museum security and fire safety procedures and measures are rigorous, implemented and monitored as required.
* Manage delegated budgets and report on these as required.
* Manage resources effectively, identifying opportunities for increased efficiencies and savings and ensuring contracts and suppliers deliver the best value and meet the needs of the Bowes Museum. To include the development of the pool of qualified available contractors.
* Make regular performance reports as required to ensure strategic, financial and organisational issues are prioritised, appropriate action taken, and risk is monitored and mitigated.
* Ensure all procurement is undertaken ethically and in the interests of the Bowes Museum.

**2. General Responsibilities and Duties**

* Contribute effectively to the success and culture of The Bowes Museum.
* Interact and cooperate proactively with all employees, trustees and volunteers, ensuring good teamwork, inclusive practices, and interdisciplinary activities across work strands, projects and programmes.
* Support effective communications and promotion of The Bowes Museum and our activities.
* Work flexibly at times and on occasions that connect with the needs of our audiences and communities.
* Take ownership of your professional and personal development, working with your line manager to identify and address gaps in skills and competencies.
* To actively work within the museum’s environmental policy and lead our teams to always seek our ways we can operate in a more environmentally friendly manner.
* Participate in wider projects through the museum alongside colleagues. Work outside of normal hours including evenings and weekends when required.
* Ensure all compliance with all policies and procedures through your department, including GDPR, Health and Safety at Work Act 1974, and financial policies.
* To provide cover and act as Duty Manager on site as part of a rota and as required within the needs of the business, including holiday sickness cover as required including evening and weekend hours
* Any other duties requested by the line manager as deemed commensurate with the role with Estate & Operations Manager.

**3. Person Specification**

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| --- | --- | --- |
| **Criteria** | **Essential (E) Desirable (D)** | **Assessment**  **process:**  **Application (A),**  **Interview (I),**  **Test (T).** |
| **Job-specific competencies/qualities/experience:** | | |
| Experience in budgeting, financial management, and the interpretation of performance information for operations similar in size and type to the Bowes Museum. | E | A/I/T |
| Strong people management experience | E | A/I/ |
| Strong leadership skills | E | A/I |
| Experience in the successful delivery of service improvements. | E | A/I |
| Proven experience of working within the cultural commercial sector at a management level, preferably within museum, heritage or cultural organisation. | D | A/I |
| **Core competencies/qualities/experience:** | | |
| Highly organised, able to prioritise and work to tight deadlines. | E | A/I |
| Strategic and analytic thinker, able to plan effectively  and lead the development of new business areas. | E | A/I |
| Experience in developing and managing high-performance teams and business areas. | E | A/I |
| Display high levels of enthusiasm, flexibility and commitment. An excellent team player. | E | A/I |
| Ability to communicate effectively internally and externally, engaging with and enthusing others. | E | A/I |
| Experience and ability in navigating challenges proactively and effectively. | E | AI |
| Willingness to be accountable for personal performance. | E | A/I |
| Proven working experience of managing people and projects effectively. | E | A/I |
| Knowledge of Equality, Diversity and Inclusivity issues and experience in addressing these proactively. | D | A/I |
| Experience using technology and digital platforms for business and project management, engagement, and communications. | D | A |
| **Generic competencies/qualities/experience:** | | |
| A strong knowledge of and commitment to the mission,  aims and values of The Bowes Museum, including  inclusive and participative practices. | E | A/I |
| Computer literacy and knowledge of digital technologies. | E | A/I |
| Excellent written and verbal communication and  interpersonal skills. | E | A/I |
| Adaptable and flexible, able to manage multiple strands  of work and responsibilities proactively. | E | A/I |
| **Qualifications** | | |
|  |  |  |
| Evidence of commitment to continued professional  development. | E | A |

**Inclusion and Diversity:**

We believe that diversity and equality within our workforce, programmes and approaches are crucial to our mission of being inclusive and relevant to our communities. We want everyone to feel welcome. We, therefore, particularly welcome applications from candidates under-represented at The Bowes Museum and within the heritage sector, including Global Majority candidates and/or candidates with disabilities.