

## NHCT Operations Manager: Job Description

(a) The **Operations Manager** is an officer of the Norwich Historic Churches Trust and is responsible to the Trust's Council of Management.

(b) The principal duties of the post are:-

### 1. **Property Management:**

*In the areas below the Operations Manager will work with, and in support of, the Building and Conservation Manager to:*

Manage the Trust's portfolio of properties, liaising with him/her on all matters relevant to repairs and lettings, including: raising orders, obtaining quotes for work, maintaining records, negotiating with and advising potential tenants.

Liaise with the Trust's solicitors as appropriate over the preparation of leases and other legal documents pertaining to properties administered by the Trust.

Maintain regular contact and effective relationships with the Trust's tenants, to deal with problems and issues that arise and to encourage a positive relationship between tenants and the Trust through a collaborative relationship supporting both the buildings and the activities in them..

Ensure that rent reviews are carried out by the agent when due.

Ensure that all rents are paid up to date and to inform trustees at the earliest possible stage of any arrears

Liaise with the Trust's insurers, ensuring that adequate cover is maintained, premiums paid and reimbursement from tenants collected.

Maintain adequate files on each church and other files as may be necessary.

Liaise with the relevant officers in the City Council on matters relating to head leases, planning, and the maintenance of the churchyards and to bring to trustee's attention any relevant planning applications or other changes in Council policy that may impact on the buildings.

### 2. **Promoting and Developing the Trust**

*The Operations Manager will take a lead role among the NHCT staff in:*

Liaising with the Friends, volunteers and tenants of NHCT to organise cultural, educational and community-focussed events which improve access to and public use of the Trust's churches.

Promoting the effective use of St Martin at Palace by partners, and allied groups and organisations, as a centre for heritage information, education, social and cultural activities.

Contacting other heritage and ecclesiastical organisations in the City to encourage joint information sharing and working together to promote the use and conservation of our buildings.

Liaising with allied organisations, including the Centre for the Study of the Parish Church and Heavenly Gardens to ensure effective partnership working.

Continually promoting the Trust's aims and activities in a wide range of conventional and social media forms through personal meetings, press releases, articles etc.; and by updating the Trust's presence on Facebook, Twitter and other appropriate outlets.

Managing, updating and further improving the Trust's website.

Seeking opportunities for raising funds for the Trust's work through all possible sources, including but not limited to, local authorities, English Heritage, Heritage Lottery Fund, charitable trusts, local commerce and industry.

### **3. Operational and Administrative Duties**

*The Operations Manager will be expected to:*

Undertake the duties of a Company Secretary to the Trust, maintaining the appropriate records, filing required details with the Registrar of Companies, and complying with the requirements of the Charity Commission.

Prepare agendas and minutes for the meetings of the Council of Management (Board of Directors) and the Management Committee, and collate such reports on the Trust's activities as are required and to circulate them in a timely fashion..

Arrange meetings of sub-committees as required and to produce agendas and minutes as necessary.

Undertake correspondence and other actions arising from meetings.

Keep an up to date list of all current trustees to ensure efficient communication with them.

Liaise with the Finance Officer and Treasurer to ensure payment of approved invoices, submission of rent demands and other invoices for payments, and to conduct all necessary banking.

Liaise with service providers to ensure cost-effective provision of utilities to the Trusts offices.

Ensure that the Chair and other officers are kept updated throughout on developments in the Trust's work.

Organise the annual election of Trustees in line with the rules agreed.

Regularly consider the constitution to ensure that it is kept up to date

Bring to the Management Committee agreed policies on a regular basis to ensure that they are kept up to date.

Review the Risk register with the Management Committee at least annually to ensure that all risks are considered and up to date.

Make updates to the Charities Commission as appropriate.

Being generally responsible for the management of the Trust's base premises at St Martin-at-Palace, including liaising with users and suppliers of services.

### **4. Other Duties:**

To carry out any other duties which are reasonably associated with the post and requested by the Trust.

## **NHCT Operations Manager: Person Specification**

### **Essential Characteristics**

***The following will be assessed in accordance with qualifications, prior experience, and content of application; or in discussion at interview:***

Possesses appropriately high level abilities in managing and co-ordinating a range of administrative and developmental activities within a busy organisation.

Has worked effectively in a small staff team.

Demonstrates the ability to initiate ideas, resource them, and motivate others to engage with them.

Demonstrates proven ability to be able to organise activities and events, and securing successful outcomes.

Demonstrates the ability to work with a range of project partners to produce a successful and mutually agreed outcome.

Has used a comprehensive range of administrative skills to keep accurate records of activity, set up and manage meetings and events; process information accurately, and communicate throughout a busy organisation.

Possesses appropriate IT and computer skills consistent with the requirements of the position.

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Understand the process involved in marketing projects or events through a range of media outlets, including writing copy and speaking directly to journalists; and use of social media as a promotional tool.

Demonstrates appropriately high level skills in verbal communication, problem solving and reasoning.

Has a working understanding of the Heritage sector and its key players, including heritage organisations, funders, and the role of local authorities. In exceptional circumstances a willingness and enthusiasm to be trained in sector awareness will be considered acceptable.

Has experience of successful fundraising from a range of sources.

Can work autonomously within an established brief and make day-to-day decisions consistent with agreed outcomes.

**Desirable Characteristics:**

***The successful candidate should demonstrate some (but not necessarily all) of the following:***

Experience and understanding of working in the charity or public sectors.

Experience and understanding of the process of historic building conservation.

Experience or background knowledge of the heritage or arts sector, and of historic churches in particular.

Experience of working collaboratively across organisations in the heritage or arts sector.

Comprehensive understanding of the range of fundraising opportunities open to charitable trusts working the heritage sector.

Experience of working in an administrative capacity to deliver a significant grant-funded project.

Good background knowledge of organising cultural or educational events in Norwich, or a comparable city.

Experience of recruiting and motivating volunteers.

Qualification to degree level or higher in a related discipline.