

Norwich Historic Churches Trust, Operations Manager

Person Specification and Job Description.

Person Specification:

Criteria	Essential	Desirable
An understanding of the Heritage and Charity sectors, their key players (including heritage organisations), funding, governance and working with Trustees.	X	
The ability to manage and co-ordinate a range of high-level organisational and developmental activities within a small team; experience of working with others to set priorities and deliver objectives.	X	
Self-motivated with the capacity to operate independently with minimal supervision.	X	
A positive and approach with a willingness to get involved in a range of tasks depending on the needs of the organisation.	X	
The ability to work successfully with a wide range of stakeholders, to negotiate and work collaboratively.	X	
Proven administrative skills including the ability to keep accurate records, organise and minute meetings, write reports and follow-up on actions.	X	
Excellent written and verbal communication skills.	X	
Experiencing of delivering events and / or audience development activities.	X	
An understanding of the principles of health and safety.	X	
The ability to understand financial information and commercial processes and to contribute to budget planning.	X	
Experience of developing and delivering grant-funded projects, ideally within the Heritage or Cultural sector.		X
An understanding of promoting activities through websites, newsletters and social media.		X
Experience of managing and recruiting volunteers.		X
Experience of working with solicitors, legal documents and following relevant legislation.		X
An understanding of and demonstrable interest in the work of the Trust and its role in caring for historic buildings.		X

Job Description:

The Operations Manager is an officer of the Norwich Historic Churches Trust and is responsible to the Trust's Council of Management (board of Trustees). The main duties are:

General Management and Administration of the Trust

Overseeing the day-to-day operations of the Trust; making decisions in line with agreed objectives.

Administering the meetings of the Council of Management, Executive Committee and other sub-committees; producing and collating reports, taking minutes and following up on agreed actions.

Supporting efficient communication with and between trustees, ensuring they maintain an appropriate level of oversight and have the information required to make informed decisions.

Acting as Company Secretary; complying with the requirements of the Charities Commission and Companies House and maintaining the records held by them.

Regularly reviewing the constitution, risk register and other policies/documents to ensure they remain relevant and up to date; presenting them to Trustees as required.

Organising the annual election/appointment of trustees and trustee-officer positions.

Providing general office management; ordering supplies and liaising with providers to ensure cost-efficient services.

Overseeing the day-to-day work of the Finance Officer; contributing to the financial planning and oversight of the Trust.

Maintaining HR-related records and ensuring adequate oversight by the Chair of Trustees.

Being a member of the Trust's Health and Safety Committee, particularly in relation to operations of St Martin at Palace; carrying out fire alarm tests.

Historic Church Property Management & Care

Overseeing the letting / re-use of historic churches in the Trust's portfolio; liaising with estate-agents, solicitors, trustees and other professional partners in the preparation of leases and legal documents.

Taking the lead in lease-related negotiations and supporting the Trustees to make informed decisions in relation to tenancies.

Understanding and maintaining an overview of tenancies to ensure agreements are adhered to and rent-reviews carried out; liaising with the Finance Officer to ensure rent and insurance-contributions are received.

Developing and maintaining positive working relationships with tenants / tenant-organisations; working collaboratively to resolve issues and promoting joint working.

Liaising with the Conservation Manager / Surveyor on issues relating to building repair and maintenance; liaising with tenants / contractors and ensuring gas and electrical inspections are carried out.

Supporting the delivery of grant-funded projects and planned conservation repairs through administration, fundraising and project management support.

Maintaining adequate records on each church.

Liaising with insurers and providing necessary information to ensure adequate buildings cover.

Liaising with Norwich City Council on matters relating to head leases, planning, and the maintenance of churchyards.

Volunteering, Outreach & Development Activities

Seeking out opportunities to develop activities taking place within the historic churches, championing their community value; where appropriate, working with tenants to achieve this.

Working with the Friends, volunteers and allied-groups to organise a programme of events including family activities at St Martin at Palace and the other churches in the Trust's care; leading the Trust's response to Heritage Open Days festival.

Seeking opportunities to expand the Trust's audiences and developing partnerships in order to achieve this.

Working with the Trustee Education Officer to produce interpretive text, exhibitions and leaflets to inform the public about the history of churches and work of the Trust.

Managing the operations of St Martin at Palace; overseeing front of house volunteers & rota; managing room-hire and promoting use of the space by the community.

Representing the Trust at sector meetings; maintaining relationships with relevant heritage, ecclesiastical and cultural organisations to encourage joint working.

Promoting the work of the Trust and its aims through a range of media; producing regular newsletters, press releases, social media posts and updating the website; managing the digital mailing list.

Supporting the development of funding bids from a range of sources including local trusts, Historic England and the National Lottery Heritage Fund.

Seeking opportunities to increase public donations and the use of Gift Aid.

Other

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