



## **Norwich Historic Churches Trust is recruiting a HEAD OF OPERATIONS, CONSERVATION AND HERITAGE**

Norwich Historic Churches Trust is seeking a Head of Operations, Conservation and Heritage to lead its small team of staff. You will be responsible for day-to-day operational delivery of our charitable objectives to care for the Trust's estate of 18 Grade 1 listed, medieval churches.

You will have a strong background in heritage building management and conservation, and have knowledge of medieval church architecture, together with an understanding of how to manage the careful repurposing of historic buildings with sympathy for their fabric.

You will be a confident and diplomatic communicator and leader, who has sound judgement and is able to express complex matters to non-experts. You will work with a wide range of stakeholders, and you will be skilled at managing those relationships effectively. We expect you to be willing and able to share your expertise to develop and lead our small team and to advocate for the work of the Trust with stakeholders, including prospective funders.

Norwich Historic Churches Trust (NHCT) is a Charitable Trust which was created in 1973 to care for, and find new uses for redundant, historically important churches in Norwich. Our main role is to conserve and carry out repairs, which we do using rental income and grants. We currently care for 18 churches, all within the city centre which are now used for a variety of purposes. The Trust's offices are based in the Grade I listed, former church of St Martin at Palace, NR3 1RW.

**The post is advertised on a permanent part time (0.8) basis with a starting salary of £42k (pro-rata).**

### **Role Description**

Manage day-to-day operational matters and any issues arising through the estate in line with organisational strategy, plans and policies agreed by the Trustees in accordance with the authority matrix.

Line-manage the small team comprising Finance Officer and Operations Co-ordinator.

Work with stakeholders including Conservation Officers, Historic England, Tenants etc to promote charitable objectives of the Trust.

Act as Company Secretary; ensuring compliance with the requirements of the Charities Commission and Companies House and maintaining records they hold.

Report to the Board and liaise regularly with the Chair of the Property & Heritage Committee.

Report to the Trustee officers (Chair, VC and treasurer) at weekly operations meetings.

Take the lead role in building conservation maintenance and heritage matters, including;

- Surveying the condition of buildings and associated monuments, seeking professional support as necessary.
- Developing and managing a Conservation Management Plan in line with the Condition Survey for each church. Planning and delivering the schedule of works accordingly, across the estate within the agreed budget, and delivering associated works.
- Strictly adhering to the Health and Safety policy, CDM and Building Regulations and reviewing this regularly to ensure compliance.
- Conducting lease inspections and dilapidation surveys at the start and end of leases.
- Obtaining competitive quotes from contractors, according to procurement policy, and liaising with tenants to ensure works are planned and coordinated.
- Engaging contractors and managing works through to completion.
- Producing risk assessments and ensuring work is compliant with Health and Safety regulations and policies.
- Dealing with conservation issues arising from tenancies.

Line-manage the Finance Officer and Heritage and Operations Coordinator and supervise their work in respect of tenancy matters including:

- Marketing former churches and tenancy selection.
- Setting up new leases & licences.
- Managing on-going tenancies and any issues arising from these.
- The Trust's administrative activities including preparing for and documenting trustee board and committee meetings.

Day-to-day finance issues and budget monitoring.

Advocating for the Trust in the wider conservation and heritage world.

Supporting funding applications and wider fundraising activities.

### **Person Specification**

- Professional or associate qualification in property surveying or architecture and/or active membership of SPAB or similar organisation.
- Substantial experience in heritage conservation work, ideally in buildings project

management in a heritage context.

- Working knowledge of leasing/renting procedures and practices
- Experience of successfully motivating a team
- Able to demonstrate budget planning, spend and income management.
- Familiarity with Standard Building Contracts (eg JCT) and Standard Forms of Appointments (ie RIBA).
- Substantial experience of appointing conservation contractors for small programmes of work.
- Able to demonstrate understanding of project management principles and/or willing to attend project management training.
- Knowledge of conservation policy and best/current practice in historic fabric maintenance.
- Substantial experience of surveying inspecting and diagnosing building defects and specifying appropriate remedial works to historic fabric.
- Demonstrable understanding of how trades and professions associated with building conservation work operate.
- A flexible attitude to work with the ability to respond to unexpected events, think laterally and solve problems.
- Excellent communication skills and ability to negotiate in a range of situations not just financial.
- Able to engage constructively with a range of people.
- Able to lead and motivate a small team.
- Good level of physical fitness and mobility to facilitate working at height, occasional lone-working and gaining access to all areas of the estate.

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Please submit a CV (no more than 2 sides of A4) and supporting statement/cover letter (no more than 2 sides of A4) in which you **demonstrate how your skills and experience match the criteria** we have listed in the person specification. Please include 2 referees, one of whom should be your current or most recent employer.

The deadline for applications is 9am on Monday 20 May. Please send your applications to [treasurer@norwich-churches.org](mailto:treasurer@norwich-churches.org) with 'Conservation and Heritage Manager Application' in the subject line or by post to St Martin at Palace Church, 15 St Martin at Palace Plain, NR3 1RW.

Expected interview dates in the weeks commencing Monday 3 June (1<sup>st</sup> round) and Monday 10 June (2<sup>nd</sup> round).

For an informal conversation about the post please contact our Chair Sarah Gore on [chair@norwich-churches.org](mailto:chair@norwich-churches.org) to arrange a phone call.

**Working hours** are: 30 hours per week to be worked over 4 or 5 days.

**Annual leave** is: 28 days excluding bank holidays.

**The role is based at:** St Martin at Palace, 15 St Martin at Palace Plain, Norwich, NR3 1RW with some flexibility permitted for home working.

