

THE BOROUGH COUNCIL OF KING'S LYNN AND WEST NORFOLK**JOB DESCRIPTION**

JOB TITLE	Operations Director, Guildhall & Creative Hub
DIRECTORATE	Chief Executive's Directorate
SERVICE AREA	St George's Guildhall & Creative Hub
POST No.	TBC

MAIN PURPOSE OF JOB

To provide executive leadership for the operational and financial management of St George's Guildhall & Creative Hub, ensuring its successful establishment and long-term sustainability as a nationally significant cultural, heritage and creative destination.

To provide strategic oversight and day-to-day management of the organisation's finances, compliance, business systems, resources and commercial performance, ensuring effective financial control, organisational resilience and long-term sustainability.

To act as the principal advisor to trustees and senior stakeholders on operational and financial performance, risk, governance and business planning.

KEY AREAS

1. Executive, Operational & Finance leadership, including business planning
 2. Premises, facilities and venue operations, including front of house, back of house and visitor experience
 3. Staffing and volunteer management
 4. Financial oversight of the business plan and long-term organisational sustainability
 5. Commercial income, leasing and partnerships
 6. Hospitality, retail and commercial operations
 7. Governance, risk, compliance and performance
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MAIN DUTIES

Executive, operational and financial leadership

1. Lead the strategic and day-to-day operation of St George's Guildhall & Creative Hub, ensuring that all operational functions work together effectively to deliver the organisation's objectives.
2. Translate the strategic vision and business plan into effective operating arrangements, service standards, procedures, staffing structures and resource plans.
3. Lead operational readiness for the opening and ongoing development of the venue, ensuring that premises, people, systems, supplies, contracts and customer-facing services are in place and fit for purpose.
4. Work collaboratively with the Creative Director to ensure that artistic and cultural programmes are supported by effective operational planning, resources, systems and commercial delivery. Lead all operational systems, visitor services, theatre operations, hospitality functions, retail activity, workspace lettings and venue hire operations.

Premises, facilities and venue operations, including front of house, back of house and visitor experience

5. Take strategic responsibility for the effective management, operation, security and presentation of the Guildhall & Creative Hub premises and associated facilities.
6. Ensure that appropriate arrangements are in place for building management, maintenance, cleaning, security, utilities, access, statutory inspections and operational continuity.
7. Provide strategic leadership for front of house, back of house, visitor services, box office, reception, event support and other customer-facing operations.
8. Ensure that front of house and back of house teams, systems and procedures are effectively coordinated to support performances, events, hospitality, commercial activity and the wider cultural programme.
9. Responsible for the Health and Safety legislative requirements of the full site, including setting of the strategy, and then ensuring relevant systems and training needs are put in place and kept up to date.

Staffing and volunteers

10. Determine appropriate operating structures, staffing levels, roles, rotas and deployment arrangements across front of house, back of house, premises, hospitality, retail, commercial and finance functions.
11. Lead any recruitment and selection processes, all agreed staff development and training whilst seeking to maintain positive employee relations.
12. Provide oversight and support to the continued development of a volunteer framework to ensure sufficient quality and quantity of volunteering hours are in place to support the site's business plan.

Finance, performance and compliance

13. Provide strategic oversight of the organisation's financial management, ensuring that robust budgets, forecasts, cashflow arrangements, controls and reporting systems are maintained.
14. Ensure compliance with relevant financial regulations, charity governance requirements, audit arrangements, contractual obligations and organisational policies.
15. Lead the identification, implementation and effective use of IT and business systems required to support venue operations, finance, customer management, ticketing, retail, hospitality, room booking, leasing, staff deployment and performance reporting.

Commercial income, leasing and partnerships

16. Develop and oversee a diversified commercial income strategy that supports the organisation's cultural, charitable and financial objectives.
17. Oversee relationships with tenants and commercial occupiers, ensuring that leasing arrangements, operational requirements, service standards and mutual responsibilities are effectively managed.

Hospitality and retail operations

18. Provide strategic oversight of hospitality, catering and retail operations, ensuring that they are commercially effective, operationally integrated and aligned with the identity and objectives of the Guildhall & Creative Hub.
19. Monitor sales, costs, margins, customer feedback and operational performance, identifying opportunities to improve income and the visitor offer.

Governance, risk and performance

20. Establish and maintain proportionate governance, risk, compliance, audit and performance-management arrangements.
21. Provide regular reports and assurance to trustees, funders, the Council and other senior stakeholders.

General

22. Responsibility for ensuring that any information collected, recorded, analysed or reported whilst undertaking the duties of this post is reliable, accurate, timely and in accordance with the organisations data quality strategy.

23. Undertake such other duties compatible with the level and responsibilities of the post.

It should be noted that the above list of main duties and responsibilities is not necessarily a complete statement of the duties of the post. It is intended to give an overall view of the position and should be taken as guidance only.

CRITERIA FOR SUCCESSFUL PERFORMANCE OF THE JOB

KNOWLEDGE

Essential

- Degree-level education or equivalent professional or managerial expertise in operations, business management, and or any other relevant discipline.
- Professional qualifications would be advantageous but substantial senior-level operational experience within a complex, customer-facing organisation is of primary importance.
- Significant knowledge of leading complex venue, visitor, cultural, leisure, hospitality or comparable multi-service operations.
- Knowledge of premises, facilities, front of house, back of house and customer-service operations.
- Sound knowledge of strategic financial management, budgeting, profit and loss, business planning and financial control.
- Knowledge of staffing, workforce planning and volunteer management.
- Knowledge of commercial operations, including hospitality, retail, venue hire, leases, licences and tenant or partner relationships.
- Knowledge of IT and business systems supporting customer-facing and corporate operations.
- Knowledge of governance, health and safety, risk, audit and compliance frameworks.
- Understanding of charity governance and the relationship between commercial activity, public benefit and long-term sustainability.

Desirable

- Knowledge of arts, heritage and cultural-sector operations and funding.
- Knowledge of historically important buildings and sensitive operational requirements.
- Knowledge of establishing or opening a new venue, visitor attraction or multi-use cultural destination.
- Relevant professional knowledge in operations, facilities, hospitality, business management or finance.
- Relevant Health & Safety experience of leading a complex operation. e.g. IOSH Managing or Leading Safely, Venue Safety legislation. (e.g. Martyn's Law).
- Licensing, environmental health, emergency services and other regulators, where relevant.

SKILLS

Essential

- Senior management experience leading complex operations within a commercial, cultural, heritage, visitor, leisure, hospitality, charitable or comparable customer-facing environment.
- Strategic and operational leadership.
- Venue, premises and service-management skills.
- Leadership of multidisciplinary staff and volunteer teams.

- Commercial and business-development skills.
- Sound financial planning, budgeting, analysis and performance-management skills.
- Contract, supplier, lease and partnership-management skills.
- Ability to lead the implementation and effective use of IT and business systems.
- Highly developed problem-solving, negotiation and decision-making skills.
- Stakeholder engagement and board-level reporting.
- Change management and operational-readiness planning.
- Can handle sensitive, confidential or financially significant information.

Desirable

- Experience of securing and managing grant-funded programmes.
- Experience of launching or transforming cultural destinations.

ATTITUDES

Essential

- Commercially aware whilst committed to public benefit.
- Collaborative and inclusive leadership style.
- Entrepreneurial and solutions-focused approach.
- Commitment to heritage, culture and community engagement.
- Represent the scheme publicly, cultivating positive relations at every opportunity.
- Strong organisational and prioritisation skills.
- Decision maker using initiative and sound judgement to inform the direction of the scheme.
- Ability to harness various stakeholder management requirements including balancing the political demands of the role.

WORKING CONDITIONS

The role will be based primarily at St George's Guildhall & Creative Hub once the site is operational, with attendance at other local offices as required. The postholder will be expected to maintain a visible presence across the venue.

The nature of the role will demand flexibility on occasion, to attend performances, events, hospitality activities, operational incidents and key periods of venue activity outside normal office hours, including occasional evenings, weekends and bank holidays.

The postholder may be required to respond to urgent operational, premises, staffing, safety, security or business-continuity issues.