

Operations Manager

The Llanthony Secunda Priory Trust is looking for a full time Operations Manager for an initial period of twelve months. The role will involve managing our Heritage Site and growing and developing our commercial business for the future.

Be part of something historic:

Are you ready to be a part of something truly remarkable? At Llanthony Secunda Priory Trust, we're not just preserving history, we're shaping the future of Gloucester's vibrant Docks! Since the completion of our breathtaking Restoration Project, funded by the National Lottery Heritage Fund, Llanthony Secunda Priory has transformed from a historic treasure into a bustling cultural hub. Our stunningly restored listed buildings, alongside our dynamic landscaping and vibrant events programming, have rejuvenated this iconic site and reconnected it with the community.

As we continue to build on this success and strive towards becoming a sustainable and thriving heritage destination, we need a passionate, proactive, and innovative individual to join our team. If you are self-motivated and driven by the desire to make a meaningful impact, work alongside wonderful people and be part of a legacy that bridges the past with the future, this is the opportunity you've been waiting for.

Particulars:

- This is a 12-month initial contract, with the potential to become a permanent position.
- This is a full-time position, with a salary of £28,000 - £32,000 per annum for the right candidate.
- The hours are 37.5 hours a week and due to the nature of the job some evening and weekend work will be required.
- The Operations Manager would be expected to work between 1 – 2 weekends per month, with time off in lieu accordingly. The role is based from the Llanthony Secunda Priory Trust offices at Llanthony Secunda Priory, Gloucester.

Recruitment timetable:

Interviews are expected the week commencing 30th September 2024 with a start date as early as is practicable for the successful candidate.

Applicants MUST submit a covering letter explaining how their experience meets all aspects of the job description, alongside a current CV to chair@llanthysecunda.org by 9am Monday 23rd September 2024.

JOB DESCRIPTION

Job Title:	Operations Manager Llanthony Secunda Priory, Gloucester
Timescale	Initial – 12-month contract with the potential to become a permanent position
Hours:	Full time 37.5 hours per week Due to the nature of the job, some evening and weekend work will be required
Salary	Range £28,000- £32,000 pa
Workplace	Llanthony Secunda Priory, Priory Junction, Gloucester GL2 5JA

An Operations Manager with a commercial background and an interest in historic buildings is required to support the Trustees of Llanthony Secunda Priory in the management, operation and growth of Llanthony Secunda Priory (LSP); a collection of listed and designated buildings situated adjacent to Gloucester Quays.

The role involves management of the site and its staff; responsibility for the development of commercial income and the delivery of commercial and community activities. Initially it will also involve contribution to and the delivery of the Trust business plan, designed to develop commercial income activities such as wedding hires, business rentals and ticketed events to support the financial sustainability of this important historic site. It will also involve close working with Gloucestershire College who are tenants of the trust, volunteers who support the trust in addition to reporting to and supporting the board of trustees.

Roles and responsibilities

You will:

- Manage the Priory site – buildings and grounds, acting as the main keyholder and liaising with suppliers and contractors.
- Oversee and work at all times in accordance with the aims of LSP, and appropriate policies, particularly those for health and safety, safeguarding, equality and diversity.
- Work with the Trustees to deliver the business strategy for 2025 onwards.
- Seek ways to improve the financial viability and operations of the business.
- Line manage our Weddings and Events Coordinator and Visitor Experience Officer (currently 2 part time staff).
- Lead on the recruitment, training and management of staff and volunteers.
- Manage the day to day budgets and finances, reporting back to the Trust on a regular basis.
- Maintain links with City wide groups and organisations to foster collaboration and working partnerships (eg Docks, City Council, Civic Trust, City Voices, Heritage Forum, Circle to Success and other networking groups as deemed appropriate by LSP).
- Some out of hours attendance at networking events will be required (Typically once per month).
- Maintain an active market presence through media, social media, Trust website, public engagement and articles promoting the site.
- Provide administrative support to monthly organisational meetings.

Essential	Desirable
Experience and knowledge	
Experience of delivering commercial, corporate and / or private events.	Experience within the hospitality and events sector. Experience within arts, heritage sector.
Experience in marketing and promoting a commercial or hospitality venue to a range of audiences.	Experience of marketing a heritage, arts or similar site to a range of audiences.
Experience of successfully leading a small team.	Experience of working with or managing volunteers.
Experience of financial management and reporting within an organisation.	Qualifications or significant relevant experience in financial management and reporting.
Experience of procuring suppliers and negotiating orders.	-
Operational management of buildings.	Background in, or understanding of working with historic buildings and estate management, maintenance and capital projects.
Experience of operating a financially successful organisation.	Experience of delivering success with multiple partners, investors, and stakeholders.
Experience of developing business growth	Experience in various types of fundraising
Skills/abilities/competencies/attributes	
Strong independent organisational and leadership skills.	Self-motivated with a commitment to ongoing professional development
Demonstrate commercial acumen, business awareness and negotiation skills.	Experience of working within a charity or not-for-profit organisation.
Proven IT skills, experience using Excel and all other Office 365 software.	Experience of working with Client Relationship Management (CRM) databases with a thorough understanding of GDPR and Data Protection regulations.
Ability to deliver agreed outputs and targets to deadlines and budget.	-
Excellent written and verbal communication skills.	-
Excellent interpersonal skills, relatable and personable.	-