

THE FAIRGROUND HERITAGE TRUST



Job Description: Operations Manager

Job Title: Operations Manager

To be based at Dingles Fairground Heritage Centre, Milford, Lifton PL16 0AT

Responsible to: The Trustees via the Trustees' Management Committee (TMC)

The performance of the post-holder will be reviewed six months following the official start date and thereafter on an annual basis.

Salary scale £28-£35k

The person appointed will be responsible for:

- Line Management of:
 - Rides Operating and Maintenance Officer
 - Administrative Supervisor
 - Museum Assistants (including Reception)
 - Volunteers
- Liaising with Catering Manager/Accounts/Curatorial Manager/Trustees
- Preparing a monthly report to trustees.

Overall Purpose of the Job

Overview

The Fairground Heritage Trust ("the Trust") is a registered charity, responsible for the national collection of fairground equipment, art, records and ephemera, and the documentation, conservation, maintenance and display of that collection in the Dingles Fairground Heritage Centre ("the museum").

The Operations Manager has overall responsibility for ensuring that for any visitor, Dingles Fairground Heritage Centre is a remarkable and fascinating place to visit - offering fun, enjoyment and learning to a broad range of audiences.

The Operations Manager has responsibility for the Staff (employed and voluntary), developing a budget for the museum's operation, the maintenance of the site and buildings, the maintenance and safe operation of all rides and equipment, the health & safety of staff, volunteers and visitors and the marketing and promotion of the museum, and an up-to-date knowledge of all necessary of relevant legislation.

The Operations Manager has responsibility to liaise with the catering licensee(s) over opening times, events, etc.

The Operations Manager will be expected to work on own initiative, be responsible for their own time management and in the absence of guidance from TMC, to decide own priorities, working within the scope of the Trust's agreed policies.

The precise tasks will vary depending on the season, visitor and staff levels, and may include involvement in any special projects undertaken by the Trust.

Key Responsibilities

- Lead responsibility for the Trustees' strategic plans and in conjunction with the Curatorial manager to develop the running of the Museum, ensuring that at all times it is operated in-line with the appropriate legislation, applying to the employees and their work, and the operation of equipment for the safety and enjoyment of the public.
- To ensure that staff are employed, managed and supported appropriately for the seasonal demands of the Museum and that staff and volunteers are deployed appropriately to ensure that the Museum operated safely and smoothly.
- To manage an agreed budget for the Museum, informing and advising the Trustees Management Committee (TMC) and the Fairground Heritage Trust Treasurer of required changes.
- To take ultimate responsible for the Health & Safety for all staff, volunteers and visitors at the Museum and of the site.
- To promote the Museum to the visiting public and, in liaison with TMC, to develop and implement a marketing strategy and annual marketing plan, detailing the year's proposed operations and activities to meet agreed objectives, and provide some means of measuring outcomes through evaluation of customer research.
- To ensure that the administration and maintenance of the Museum is handled legally, effectively and professionally.
- To be responsible for the retail and purchasing management for the Museum.
- To act as premises licence holder.

Key Accountabilities

Reporting

- The Operations Manager is responsible to the Trustees Management Committee (TMC)

Staff Management

- Ensure that all staff have clear direction and responsibilities and are managed in line with their job descriptions and external legislation.
- Maintain professional conduct of staff in accordance with their agreed job descriptions.
- Ensure that all staff are given an annual review of their performance and that any issues with staff behaviour are addressed promptly and fairly.
- Working with the appropriate managers and officers to ensure that staff are deployed effectively to deal with the operational demands.
- Maintain appropriate levels of staffing, particularly when the Museum is open to visitors and anticipate and organise all necessary extra resources required to run special events.

- Conduct the recruitment of staff, including both short listing and interviewing potential candidates.
- Oversee induction programmes for new staff and training programmes for new and existing staff and volunteers to cover all required areas, especially ride operation, health and safety and emergency procedures.

Compliance & Reporting

- To ensure that all health and safety, operational maintenance and inspection is up to date and all appropriate records are available for inspection when required.
- To ensure that all daily, weekly and period/year end records and cash procedures are adhered to, and all record keeping is maintained.
- Be accountable for and ensure the safe banking of receipts.
- To submit monthly report to TMC.

Daily Operations

- To present a professional image to ensure any contact with the role holder is efficient, helpful and friendly.
- To ensure that visitors, staff and contractors receive a quality service from the Trust.
- To ensure the safety and well-being of all visitors in line with the Trust's policies and procedures, including the operation of all equipment in a professional, efficient, safe & atmospheric manner in conjunction with the *Ride Operations and Maintenance Officer*.
- To ensure the operation of the museum conforms at all times to the requirements of the Museum Accreditation Scheme operated by the Arts Council.
- To authorise all event bookings, ensuring that the museum resources (staff, catering, etc.) can be provided before allowing a booking to be approved, and that all such events are financially viable, ethical and in the best interests of the Trust.
- To oversee all marketing, advertising and promotional activities, using market research in order to identify market requirements for current and future operation and activities.
- Develop an auditable system to ensure all equipment is being correctly operated by a competent person at all times.
- To act as purchaser and budget holder for running expenses for the Museum ensuring that the Trust's purchasing guidelines are followed and accurate records are maintained, and maximise revenue from all operations including Shop and On-Line sales and from Operating Equipment.
- To oversee staff and volunteers to ensure they observe all relevant policies, procedures and instructions relating to the Museum and its operation, including Health & Safety at Work and Safeguarding.
- To develop a working understanding of the technical aspects of the job, and the terminology used.
- To liaise with Trustees and contribute to the strategic planning of the Museum by identifying areas where enhancements to the current policies would be beneficial to the Trust and/or the Museum.
- To act as the focal point of contact for the TMC and Trustees, the Landlord of the Museum site, his staff and representatives, catering licensee(s) and members of the General Public.
- Take charge in an emergency and deploy museum staff in accordance with the Museum's emergency procedures.
- To represent the Trust in meetings with external contractors and officials as appropriate.

Person Specification

Experience and Knowledge

- Someone with experience of working in Visitor Attractions preferred but not essential
- Clear evidence of quality leadership and management skills
- Knowledge of legislation and current issues regarding Health and Safety, Employment, etc.
- Understanding of marketing strategies and customer and market dynamics.
- Ability to present accurate and coherent reports to internal and external bodies.
- Ability to work with staff and volunteers at all levels.
- Ability to implement changes and manage projects.
- Excellent Communication Skills
- Pro-active, organised, lateral thinking capable of problem solving and working on own initiative.

Skills

- Computer literacy and the ability to use MS Office and accounting software.
- Ability to deliver a quality customer care service and appreciation of customer needs.
- Good problem solving, decision making and initiative skills.
- A flexible and methodical approach and an ability to work under pressure to fixed deadlines with minimum supervision using initiative, judgement, diplomacy and discretion.
- Able to identifying priorities from strategic planning from TMC.
- Driving license essential.

Desirable:

- First Aid and Health & Safety qualifications.