JOHN WESLEY'S NEW ROOM

Operations Manager

Job Description and Person Specification

John Wesley's New Room, Bristol is looking for an enthusiastic Operations Manager with a keen eye for detail, excellent organisational skills and a can-do attitude to oversee the day-to-day operations of our two sites. This will be a busy and varied role, with no two days the same. Working as part of a small team, the postholder will need to work closely with all staff to provide support and guidance on operational matters.

Nestled in the heart of Broadmead, John Wesley's New Room is the oldest Methodist building in the world and comprises of a 18th century chapel, museum, café and event spaces. We also have a separate museum at Charles Wesley's House on Charles Street. We are currently developing our next five-year strategy, focusing on developing our visibility and our relationships with the local community.

Contracted Hours: 40 hours per week (including half hour paid lunch break). Some weekend and evening working will be required.

Contract Type: Permanent

Salary: £30,000

Location: On site at John Wesley's New Room, 36 The Horsefair, Bristol, BS1 3JE

Reporting to: Director

Direct reports: Front of House Duty Manager (casual), main contact for some volunteer teams.

How to apply

Application process: Please send a cover letter explaining why you are interested in the role and how you meet the person specification and a CV to info@newroombristol.org.uk

Deadline: 11pm, Wed 15th October

Interviews will take place w/c 20th October.

Key Tasks and Responsibilities

Daily operations

- Act as Duty Manager, responsible for opening and closing the site, briefing volunteers and addressing operational issues as they arise.
- Develop an excellent knowledge of the site and systems, e.g. fire and intruder alarms, emergency procedures.
- Oversee the duty management rota, ensuring there is always suitable cover and important information is communicated clearly.
- Support finance processes across the organisation, including cash ups, banking and invoicing.
- Welcome groups to site and oversee the logistics of their visit, guaranteeing a great experience while keeping everyone safe.
- Welcome hirers to site, sharing essential information and ensuring they have everything they need.

Visitor Experience

- Manage our venue hire function, providing hirers with an excellent level of customer service from start to finish and making sure the site is well maintained and fit for purpose.
- Manage group visit bookings, ensuring suitable staff and volunteer cover.
- Suggest and implement developments to enhance the experience of visitors to the chapel, museum, café and Charles Wesley's House.
- Be the main point of contact for volunteer welcomers and shop volunteers, ensuring they receive appropriate training and communications.
- Support and train volunteers to provide visitors with a warm and well-informed welcome.
- Work with the Head of Collections to develop our volunteer programme, helping us to recruit, train and retain volunteers to support the running of our sites, with a particular focus on attracting volunteers from groups that are currently under-represented.
- Support management of the shop, including keeping the till up to date and ordering stock.

Health & Safety and Compliance

- Ensure staff have the appropriate training to meet compliance (e.g. first aid, fire marshal) and this is renewed as required.
- Performing routine checks e.g. fire alarm tests and drills.
- Work with external contractors to ensure systems undergo regular maintenance and repairs as needed.
- Ensure staff and volunteers undertake appropriate safeguarding training and DBS checks, in line with the requirements of the Methodist Church, and these are renewed as required.
- Oversee accident and incident reporting processes.
- Oversee site security, ensuring processes and procedures are implemented and followed and concerns are reported in a timely manner.
- Be a keyholder for John Wesley's New Room and Charles Wesley House, including responding to emergency callouts if required.
- Work with the Director to maintain compliance with health and safety, fire and data protection and privacy legislation.
- Work with the Director to manage a suite of policies, ensuring they are regularly reviewed and fit for purpose.
- Manage relationships with external contractors in collaboration with the Director, ensuring the services and products they provide meet organisational need.

John Wesley's New Room operates with a small team. All staff are expected to act flexibly and cover for each other occasionally when required with tasks such as welcoming and helping visitors and volunteers who require assistance, providing a high level of care and attention and responding to queries by email and telephone.

This is a new role at JWNR so the exact tasks are likely to evolve as the postholder settles in. They will work closely with the Director to update the JD as required and ensure clarity on responsibilities.

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Person Specification

	Essential	Desirable
Qualifications & Experience	• Previous experience of working in a similar role. • Living within a reasonable distance of BS1 (in order to be able to respond to occasional emergency callouts)	• Experience of working in the heritage sector. • Experience of working as part of a small team. • Experience of working with volunteers. • Experience of working in visitor experience
Knowledge & Skills	• Excellent organisational skills and an eye for detail • Able to manage change and bring others along with you • Able to communicate effectively with a variety of people. • Able to work effectively in a team. • Able to think creatively to solve problems. • Able to prioritise and work flexibly to adapt to changing need. • An understanding of how to provide excellent customer service.	• Understanding of legal regulations, such as health and safety, fire standards, data protection etc. • Knowledge of visitor experience
Behaviours & Attributes	• Adaptable and proactive, able to use their own initiative. • Enjoy working as part of a small team and willing to 'muck in' when required. • Be sympathetic to the ethos and values of the Methodist church.	

EDI statement

We value the benefits of a diverse workforce and believe in the importance of providing a welcoming and supportive space for all employees. We are committed to equity, diversity and inclusion and welcome applications from candidates from all backgrounds.

Questions

If you have any questions or would like to arrange an informal conversation about the role, please email Miranda Payne (Director – Maternity Cover) on miranda.payne@newroombristol.org.uk.

The successful candidate will be required to undergo a DBS check as well as providing proof of their Right to Work in the UK and mandatory safeguarding training.