

JOB DESCRIPTION

Job Title: Operations Lead (Parental Leave Cover)

Responsible to Whom: Director

Responsible for Whom: Operations Coordinator
Receptionist

Purpose of the Job:

The Operations Lead oversees the Centre's operational initiatives, projects and strategies, and is responsible for maintaining and increasing the Centre's operational efficiency. The Operations Lead actively sets and pursues strategic operational objectives, and develops and implements policies and procedures, to ensure the Centre has the equipment and services it requires to run smoothly and guarantee safe and healthy working environments for all staff. Support is provided to leadership in all other departments and the Operations Lead also works closely with the Director, Chief Financial Officer (CFO) and Human Resources (HR) Manager.

Responsibilities and Duties:

Buildings and Facilities Management:

- Manage all improvement strategies and planning
- Manage the maintenance of our two, Grade I listed properties and ensure all works are for the benefit and enhancement of such heritage properties
- Manage all facilities contracts, procedures and systems
- Manage facilities, e.g. utilities, supplies, furniture and equipment
- Manage all fire and security systems
- Oversee all lease communications with Bedford Estates and conservation communications with Camden Council and other relevant external parties

IT, AV and Communications:

- Develop and implement IT policies, strategy, training and continuity

- Ensure Centre equipment, software and IT infrastructure are cyber secure and protect the Centre from external malicious attack
- Oversee the purchase, coordination and maintenance of all IT and communications systems, equipment, online services and consumables, and their inventories

Health and Safety (H&S):

- Develop and implement H&S policies, strategy and staff training, keeping up to date with H&S requirements to ensure the Centre is compliant and always adopting best practice
- Maintain and communicate H&S processes and documentation to staff
- Oversee the coordination of relevant training for all staff in physical and mental health first aid, fire safety, lockdown procedures, etc.
- Maintain dynamic building risk assessments, alongside staff risk assessments including working from home, lone working, return to work from illness/injury and pre- and post-natal staff members
- Coordinate desk assessments for new and current staff
- Purchase and maintain all H&S equipment
- Lead on the Emergency Recovery Planning (ERP) Team:
 - Arrange and chair ERP meetings
 - Production of ERP documentation
 - Keep up to date with ERP requirements
- Coordinate and lead the Centre's annual fire risk review and implement required changes
- Head the First Aider and Fire Warden teams

Human Resources:

- Assist with the production of relevant staff handbook sections and policies within this area
- Work with HR Manager on staff welfare to keep abreast of any initiatives/training which could be beneficial to staff and their working environment

Administration:

- Manage the Centre's operational budget
- Assist the CFO with general budget support and forecasting
- Assist the CFO with management of PMC insurance policies including renewal and mid-policy amendments and liaison with insurance brokers
- Manage the Business Continuity Team (BCT) and work with the CFO to further develop the Business Continuity Plan (BCP)
- Assist the CFO with risk register and management
- Maintain appropriate records, filing and paperwork

Special Projects:

- Pioneer and project manage new and special initiatives across operations areas
- Oversee a major audit and review of all IT systems at the Centre
- Be the Centre's sustainability champion – focusing on specific areas, e.g.
 - PMC sustainability policies
 - Recycling and waste reduction
 - Green disposal and donation
 - Reducing the PMC's carbon footprint
- Lead the Centre's second phase of disability and accessibility improvements
- Create a Forward Maintenance Plan for the site that considers the expected life cycle of critical plant and accounts for fabric degradation
- Establish a reciprocity network with other operations peers working on Bedford Square

Person Specification

Essential Skills and Competences:

- A minimum five years' experience of working in operations
- Experience in buildings and facilities management
- Experience in Health and Safety
- Experience in building security
- An understanding of, and confidence in, managing IT systems
- Experience in managing budgets
- Experience in managing a team
- A high level of motivation, excellent organisational skills and the ability to establish priorities
- Strong communication skills with colleagues at all levels and in all departments
- An ability to work flexibly and effectively as part of a team and independently

Desirable Skills and Competences:

- Maintaining a heritage or listed building
- Working in a space open to the public
- Overseeing insurance policies
- Experience with accessibility needs and improvements
- An interest in sustainability and "green" policies
- First Aid and Fire Warden training