

JOB DESCRIPTION

Job title	Operations Manager
Purpose of job	To support the Chief Executive by taking charge of the day to day operations associated with opening the cemetery to grave owners and visitors, and to take the lead on special projects
Reporting to	Chief executive
Responsible for	Visitor Experience Manager Volunteering Manager
Contract type	Permanent
Pay rate	£35,000 per annum
Hours	Normally Monday to Friday 9.30am to 5.30pm with flexibility to cover for special events and late openings. Also to provide cover for duty managers at weekends as required.

DUTIES AND RESPONSIBILITIES

The Operations Manager is responsible for all the day to day activity associated with opening the Cemetery to grave owners and visitors, both front of house and back of house, ensuring that everything is of the highest standard.

The Operations Manager is also the line manager for the Visitor Experience Manager and the Volunteering Manager (the duty managers).

Visitor services

- manage duty managers and their staffing roster to ensure cover is maintained at all time
- cover duty manager shifts during illness and holidays
- ensure the quality and consistency of the visitor experience
- documentation and implementation of standard operating procedures
- champion and maintain positive working relationships

Facilities management

- co-ordinate cyclical, routine and ad-hoc maintenance of buildings and facilities

- maintain supplier and contractor list, and brief them on the sensitivities of working in the cemetery; ensure exchange of health and safety information and maintenance of safe working practices at all times
- manage IT and telephony services and first point of contact for suppliers and staff
- ensure that all public spaces are presented to the highest possible standards

Events, venue hire, filming and photography

- Working with the Visitor Experience Manager to ensure the smooth running of the Friends events programme
- Manage any hire of the premises including for filming and photography and ensure staff are available to cover as necessary

Health and safety and security

- Work with our health and safety consultants to develop, manage, and maintain systems and procedures to ensure that the health and safety of visitors, staff, volunteers and contractors are in place at all times, and that these are recorded and kept up to date
- escalate any urgent matters as appropriate
- ensure record keeping (e.g. fire, security, COSHH regimes) is up to date
- ensure staff receive training relevant to their role

Special projects

lead on ad-hoc projects such as in the following areas:

Information technology

- implementation of cemetery administration system
- selection and implementation of archive catalogue software
- a wiki for knowledge sharing

Access and education

- reopening Chester Road entrance and integration of access control system with CRM database
- developing the cemetery as a garden classroom
- disability access audit and implementing any improvements necessary
- feasibility study for education centre / museum

Cemetery operations

- development of different burial options
- 'green business' accreditation

Monitoring and evaluation

- how can we do better what we do?

PERSON SPECIFICATION

Essential

1. demonstrable customer service skills and a desire to exceed expectations
2. success in managing a team in a customer-facing role
3. good interpersonal skills including diplomacy and persuasion and the ability to work as part of a team; gains respect of all they work with
4. enthusiastic, self- motivated, and flexible with excellent time management

skills

5. understands health and safety issues relating to visitor attractions
6. loves change
7. able to cope with challenging situations, and calm under pressure
8. competent and confident in IT (especially in a networked environment and applications such as Word, Excel and Outlook) and point-of-sale systems
9. first aid qualification or willing to undergo training
10. high standards of accuracy, especially in financial matters
11. understands sensitivity of the cemetery environment

Desirable

1. experience working in a conservation environment such as a museum or heritage attraction
2. understanding of visitor management gained in retail, catering, hospitality or tourism setting
3. experience of training others
4. qualification in project management such as PRINCE2
5. customer service training
6. working knowledge of relevant legislation including Health and safety and Disability Discrimination
7. NEBOSH or IOSH qualification
8. personal licence holder

How to apply

Please complete our Employment application form and email it to ian@highgatecemetery.org.

Closing date for applications: Monday 10 October 2016, 9am

Interviews: Tuesday 18 October 2016

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[HIGHGATE CEMETERY LOGO]

OPERATIONS MANAGER

Full time, £35,000 p.a. plus pension

These are exciting times at Highgate Cemetery. As we start work on the conservation plan to guide the future development and maintenance of the cemetery, we are looking for an experienced Operations Manager. The role is to support the Chief Executive by taking charge of the day to day operations associated with opening the cemetery to grave owners and visitors.

To apply, please read our job description and person specification. Then complete our Employment application form and email it to reach Ian Dungavell, ian@highgatecemetery.org, by **9am** on **Monday 10 October 2016**. Interviews will be held *Tuesday 18 October 2016* at Highgate Cemetery.