



Part time Operations Manager
Fixed-term contract for 18 months
based in Painswick, Gloucestershire

Role summary

A key part of a small and friendly team, our part-time Operations Manager enables the smooth operation of Painswick Rococo Garden as a visitor attraction. Supporting the maintenance and development of the Garden's infrastructure and facilitating regulatory and legal compliance, the postholder will be well-organised and will relish running efficient processes.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by the Charitable Trust which operates the Garden.

Key responsibilities

- lead on ensuring the Trust and its trading arm operate in a sound, efficient and legally-compliant manner, with particular responsibility for the maintenance of site infrastructure, site security, licensing, IT and other systems and the annual programme of testing and training.
- be responsible for the management of ongoing contracts including utilities and to support with the re-procurement of contracts as required.
- line-manage the site cleaning team.
- act as site duty manager as part of a rota.
- support financial and other administrative processes including overseeing the secure and orderly filing of essential documentation.

- support the efficient administration of the office, including dealing with correspondence, answering phone calls and working with a range of suppliers to ensure the office and other departments can operate optimally.
- support the delivery of a high standard of visitor experience and provide outstanding customer service at all times.
- develop and manage a team of operations volunteers as required.
- be prepared to manage and resolve visitor feedback, including dealing with and responding to visitor comments.
- take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.

In addition, all employees are expected to work within the terms of their contract of employment.

Person specification

	Essential	Desirable
Qualifications and Experience:		
Experience of working in an administrative role	X	
Experience of working within an operational role	X	
Experience of working within a compliance role		
Experience of working in a customer-focused environment	X	X
Experience of working as part of a small team and under pressure	X	
Excellent level of skill with Microsoft software		
First aid qualification	X	X
Personal Qualities:		
Well-organised and confident	X	
A natural communicator	X	
Amiable and agreeable	X	
Dependable and professional	X	
Effective working as part of a team	X	
Able to work effectively unsupervised	X	
Excellent attention to detail	X	
Resilient	X	
Caring yet efficient	X	

Hours of work

16 hours per week for 18 months

Place of work

Painswick Rococo Garden

Salary

£30, 971 per annum pro rata plus discretionary benefits.

Holidays

28 days paid holiday pro rata (including bank holidays) per annum.

References

Two professional references will be required, including one from a current or most recent employer.

Probation period

Three months.

Notice period

Six weeks.

Line Manager

Garden Director.

Dominic Hamilton

24 July 2024