



**Role Profile:** Facilities and Operations Manager

**Salary:** £32,000-£36,000 depending on experience

**Organisational Area:** Finance and Assets

**Report to:** Director of Finance and Assets

**Contract Type:** Permanent – 37.5 hours a week with the ability to work additional hours at weekends and evenings

**Compton Verney Art Gallery and Park – Art, Nature and Creativity**

Compton Verney is an extraordinary place, we are more than an art gallery, a house and a park. Rather than separate elements, our collections, exhibits, interpretation, education, activities, experiences, events, facilities, services and digital presence are deeply integrated.

We deliberately blur the perceived boundaries between visual and performing arts, indoor and outdoor, architecture and landscape, science and nature, creativity and learning, digital and analogue, and visiting and participating. During the last two years at Compton Verney, visitor numbers have grown, attracting people to the spectacular outdoor spaces, eclectic events and award winning contemporary and historic exhibitions programme.

**What you will deliver the strategy through our aims:**

**The Lived Brand - Aim 3: To fulfil our stewardship of the Compton Verney estate and assets**

Compton Verney is a grade 1 listed property and is open all year round. You will ensure that the full Impairment review and maintenance plan is delivered to time and budget ensuring the continued viability of the venue and optimal visitor experience.

At the same time, you will ensure a safe site, appropriate contracting of suppliers and services and adherence to legislative requirements. As lead on site operations, you will oversee planning for the appropriate delivery of events and other activities, installation of exhibitions and art.

As the lead for Health and Safety, you will ensure that a positive culture exists, enabling staff and volunteer awareness, ensuring a safe and welcoming site.

**The Lived Brand - Aim 2: To establish a positive and purposeful organisational culture**

You will lead the team in establishing excellence in operations and management, ensuring that behaviours and values are upheld, staff are developed and supported.

You will work across teams to ensure holistic planning and delivery of all activities, including operations, events, marketing, finance, HR, performance management, membership, content and engagement and commercial.

**Aim 9: To achieve financial sustainability**

Managing resources effectively in support of the financial plan, supporting income generating opportunities and fundraising where appropriate.

## **Main purpose of the job**

- This is a senior role with responsibility for delivering Governance and stewardship objectives – working in a matrix manner at all levels of the organisation.
- Manage the built estate in line with the Estate Masterplan and the organisational Forward Plan including conservation and historic property alongside accessibility and equality frameworks
- Manage a consistently safe environment for public, staff and volunteers at all times
- Undertake project management as related to capital programme
- Deliver a consistently safe, secure and stable environment for the presentation of collections and public programme to the public in the house and grounds
- Deliver a consistently safe, secure and stable environment for the presentation of commercial events and hires to the public in the house and grounds
- Manage, operate, maintain and replace facilities and systems via contractors and sub-contractors
- Lead on ICT and technology and infrastructure
- Lead on environmental sustainability
- Lead on operational capacities

## **Strategic**

- Report writing to support Executive and Board
- Operational capacity oversight for smooth operation of a safe and welcoming site
- Ensuring that new technologies enhance operations and audience reach
- Ensure that environmental sustainability is at the forefront of all developments
- Oversight of budget and finding savings in costs

## **Operational**

### **Buildings and Facilities Management**

- To ensure that the buildings and equipment are maintained and fit for purpose, liaising as necessary with other staff, consultants and contractors to ensure there is no unnecessary disruption to business.
- Financial planning, manage facilities and utilities delivery costs and capital expenditure in line with budget to meet business objectives.
- Contract management – (over £100k per annum) Security, Energy (between £50k and £100k per annum) , Cleaning and Insurance (up to £50k per annum) Third party IT, Mechanical Engineering and refuse collection – ensuring performance compared to contract and assisting appropriate senior management in contract negotiation.
- To oversee and keep under review Compton Verney's programme of planned preventive maintenance, ensuring that it is appropriate, cost-effective and legally compliant.
- Medium Term (up to 5 years): Prepare the five year Forward Maintenance Plan to manage all works, services and equipment covering repair to the building fabric and decorative features, and heating, lighting, water, ventilation and air conditioning plant.

- Longer Term Planning (up to 20 years) Plan phased asset replacement programme based on Impairment Review in line with Compton Verney forward plan and strategic objectives
- Co-ordinate capital investment in assets for new business opportunities
- To oversee the effective operation of the Building Management System (Trend) HVAC plant and other control systems eg lighting.
- To develop and maintain a regular inspection programme for the building fabric and fixtures, identifying remedial works required and setting priorities and budgets.
- To ensure emergency repairs or renewals are carried out promptly and cost-effectively.
- To manage relationships with suppliers and contractors and successfully procure getting value for money and meeting business objectives
- Champion the Green Museum Agenda, maintaining a Greening Committee to reduce CV's carbon footprint, reduce CV's energy consumption and ensure that energy supplied to the building is used as efficiently as possible and liaise with the Director of Finance & Assets on procurement.
- Ensure compliance and best practice with all building and facilities management to aid high-quality visitor experience
- Line management of Technician, Operations Assistants and volunteers; overseeing portering provision for events and hires
- The Garden House and other estate management

### **Operational Planning**

- To oversee the weekly operations meeting and ensure capacities, legislative requirements and Health and Safety are adhered to
- Champion capacity planning within management team season by season in relation to the collections, public programme and events
- Manage storage of items and equipment onsite in a safe and sensible manner
- Ensure operational works, services, and equipment are delivered in a timely and cost efficient manner.
- Manage and oversee IT service provided, including dealing with any onsite requirements where possible
- Manage and responsible for IT hardware and asset replacement
- Chair Compton Verney's Digital & Technology Committee
- Produce SLAs ensuring the contracted-out services such as building maintenance, engineering systems, cleaning and security functions are performed to output-based specifications set by CVHT.

- Keep the building's technical records up to date for the whole site including parkland, eg Reed Bed and playground
- Ensure all insurance matters are responded to, managed and resolved .
- Manage CV's disaster recovery planning, including the provision of emergency supplies, back up facilities and services, and to be on call as part of a cross-departmental Disaster Team.
- Manage the relationship Stratford District Council licensing and planning authorities including Compton Verney's 106 Agreement
- Chair a monthly meeting with residents as per the requirements of Compton Verney's premises licence.
- Support fundraising bids related to areas of responsibility

### **Health and Safety**

- Fostering a positive ownership of Health and Safety
- Ensuring visitors are welcomed by staff fully trained and aware of their responsibilities regarding both public and personal safety and well-being. Identifying training needs and organising accordingly.
- Ensuring that CVHT fully complies with both the letter and intent of all applicable Health and Safety legislation, so far as is reasonably practicable.
- Updating and amending CV's Health and Safety Policy (adopted by the Directors and Trustees) to reflect changes in the organisation and Health and Safety legislation and regulations.
- Conducting an annual review of the Policy procedures, rules and Codes of Practice in collaboration with Human Resources
- Chairing and maintaining a pro-active Health and Safety Committee, with representation from all departments, reporting to the Finance & Audit committee and Governors quarterly
- Ensuring awareness and compliance with legislation relating to Health and Safety at work and encouraging all staff and contractors to work in such a manner that accidents to themselves and others are avoided.
- Providing a reference point for all Health and Safety enquiries.
- Signing off risk assessments relating to collections, public programme and events as well as inter-departmental risk assessments
- Ensuring the safe operation and maintenance of plant, equipment and facilities by periodically appraising working methods.
- Obtaining a working method statement, risk assessment and copy of Public Liability Insurance for all on-site contractors.
- Become Compton Verney's Designated Premises Supervisor overseeing day to day running of the premises. A personal licence will be required.

### **Security**

- Ensuring the security of the site, assets, artworks and people by setting up policies and procedures, monitoring regularly, identifying areas for improvement where necessary

- Managing site security issues, including liaison with the Police Force, local authority representatives and neighbours.
- Manage security services and systems, including control, intruder and fire alarm systems.
- Setting in place systems for the monitoring and control of unusual behaviour by visitors.
- Liaising with the remote monitoring company concerning emergency services response

#### **Fire**

- Managing fire prevention and safety, including liaison with the local Fire Department and local authority representatives.
- Managing the contract for provision of maintenance and repair of the fire control system and equipment
- Liaising with the remote monitoring company concerning emergency services response.

#### **Job Holder Specification**

##### **Experience, Skills and Attributes Needed**

Educated to degree level (or equivalent) and experience of working within the property/facilities management/operations sector for three years at both a strategic level and operational level (relative to the scale of operations and asset at Compton Verney)

Experience of leading site operations to facilitate the activity and functions (Capacities, Contracting, ICT, Environment, Mechanical and Engineering, Security, Listed Buildings, Licensing, Health and Safety)

**Our Values and Behaviour**

## Values

What we stand for

**The power of ideas.**

**The power of collaboration.**

**The power of creativity.**

**The power of diversity.**

**Culture is a human right.**

**Equal opportunity.**

**Environmental responsibility.**

## Behaviours

How we work

**We convene.**

We bring together staff, volunteers, artists, creatives, scientists, academics and specialists with our audiences. Together, we explore contemporary ideas, generate innovative solutions to pressing problems and facilitate action.

**We deliberately blur boundaries.**

We are deeply integrated. Our interdisciplinary project teams respect and harness everyone's knowledge and talents. This encourages informal collaboration and avoids silo thinking.

**We are inventive.**

We are empowered to be enterprising, proactive and agile. This makes our work rewarding and fun. Through careful, considered risk taking, we learn from every experiment.

**We encourage and value different perspectives.**

We celebrate the diversity of our staff, volunteers and audience and value the richness it brings. By honouring their entrance narrative and viewpoint, we meet them where they are and recognise their equity.

**We are for everyone.**

We're committed to the widest possible participation for potential audiences, volunteers and staff. This means recognising and overcoming physical, sensory and learning disabilities, together with the language, digital, transport, economic, cultural, psychological and social barriers that can exclude people. We want to put everyone at ease and make them feel at home.

**We nurture potential.**

We deliver deep experiences that enrich personal growth, enabling audiences, volunteers and staff to be their best self. Every member of our team has their own professional development plan identifying training, qualifications and opportunities to advance. We support each other to achieve our individual and shared ambitions.

**We champion sustainability.**

We constantly seek ways to reduce the impact of our operations on the planet. We are stewards of this extraordinary place and commit to preserve, protect and improve it. Our programme will engage visitors with nature and the environment, exploring practical solutions and empowering people to take positive action.