



## **General Manager**

### **Job Description**

<b>Job Title:</b>	General Manager
<b>Responsible to:</b>	Trustees
<b>Responsible for:</b>	Collections Officer, Community Learning and Engagement Officer, Visitor Services Supervisor, Catering Supervisor, Administrative Assistant
<b>Salary:</b>	£25,000 pa.
<b>Hours:</b>	37 hours per week, including some flexible working hours at weekends and evenings

#### **Main purpose:**

- The overall management and maintenance of the heritage centre - its operations and activities, the HLF-funded project and the heritage centre building.
- Overall responsibility for the management and leadership of the operational teams and for the body of volunteers supporting them.
- The day-to-day management of the heritage centre museum and its commercial operations.
- Effective management of retail and catering operations, education activity, events and property/space rental to achieve commercial income targets.
- To help deliver the vision of the organisation in terms of its heritage, educational and commercial aims.
- To monitor and report on activity and spend relevant to the Heritage Lottery Fund project.

## **Main tasks:**

### **Operational Management**

- To carry out day to day management of the heritage centre - its operations and activities, the HLF-funded project and the heritage centre building.
- To lead the operations team – Collections Manager, Community Learning and Engagement Officer, Visitor Services Supervisor, Catering Supervisor and Administrative Assistant - to work collaboratively and effectively to achieve the organisation's priorities.
- To be the lead duty manager for the heritage centre, working in association with the other duty managers – the Visitor Services Supervisor and Catering Supervisor.
- To monitor the overall performance of the heritage centre, including its commercial and museum operations, and assist with HLF project evaluation where appropriate.
- To ensure that all visitors to the centre receive an excellent standard of customer care.
- To ensure that the centre is cared for and maintained to a high standard.
- To support the delivery of marketing and communications activity.
- To commission and manage external contractors and suppliers.
- On-going and regular liaison with trustees, HLF, other funders and key stakeholders.

### **Financial and Business Management**

- To deliver the heritage centre operations in line with the organisation's business plan and HLF project plan, and report on performance on a regular basis.
- To work with trustees to monitor and control the expenditure of the heritage centre.
- In association with trustees, provide regular reports and relevant financial claims to the Heritage Lottery Fund.
- To support trustees to identify high level fundraising and grant seeking strategies to ensure long-term sustainability

### **Team Leadership and Development**

- To direct the work of staff through a structured programme of planning, review and appraisals.
- To ensure that volunteers are being supervised and provided with opportunities for development in line with the organisation's policies.
- To develop and lead a trained team of volunteers specifically responsible for building and maintenance work.
- To work with trustees to recruit staff as required by the organisation and business plan.

## **Other**

- To carry out any other duties that may be reasonably required by the trustees.
- To attend trustee and project management meetings as required.
- To undergo appropriate training to maintain up to date professional knowledge.
- To carry out all duties in accordance with the policies of the organisation.
- To take reasonable care of the health, safety and welfare of self and others whilst at work and in the course of service delivery, in accordance with Health and Safety at Work Act and other relevant legislation.
- To promote equality and diversity in all areas of work within and outside the heritage centre, in line with legislation and the organisation's policy.