



JOB DESCRIPTION

Job Title: Centre Manager

Grade/Salary: Circa £25,000pa

Responsible to: Board of Trustees, through the Chair

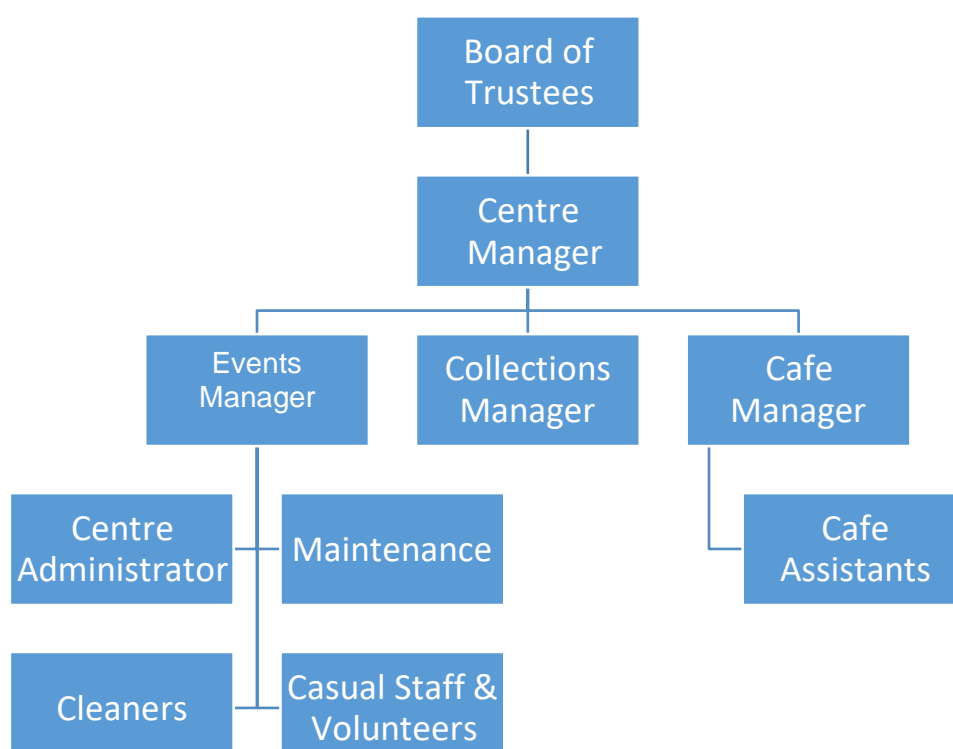
Direct Reports: Events Manager, Collections Manager, Café Manager

Job Description last updated: January 2021

OVERALL PURPOSE

- Provides inspirational leadership and direction to staff and volunteers in the formulation and achievement of the Charity's overall philosophy, strategies and operational objectives.
- Through effective operational management embeds a high-performance culture with a focus on financial sustainability across all service areas and specific projects.
- Works closely with the Board of Trustees, staff and volunteers to develop, manage and deliver an organisational approach and strategy that delivers exceptional visitor journeys through the design, development and provision of the Heritage Centre.
- Lead and manage all external relations activity, ensuring that the voice, reputation and profile of the Charity and its services are fully developed and promoted.
- Develop and grow the financial sustainability of the Charity, proactively seeking to broaden the funding base through, commercial activity, securing grants & donations and increasing visitor numbers.

Staffing Structure



KEY RESPONSIBILITIES

Strategy and resources

- Work with the Board of Trustees to develop the DHC's strategic plan, business plans, budgets and performance targets.
- Ensure long term sustainability by developing income from a blend of major donors, trusts/foundations, events, corporate partnerships and increased admissions.
- Be responsible to the Board of Trustees for the DHC's overall financial and organisational health, ensuring that income is maximised and expenditure is controlled in line with budgets.

Service delivery and development

- Be responsible for ensuring that all projects and services are developed, delivered and marketed in accordance with the needs of the Centre.
- Ensure that services are offered to achieve the Charity's mission, vision and aims.
- Lead on all external accreditation processes.
- Ensure that all new opportunities are fully explored and presented to Trustees with a primary focus on project viability, capacity to deliver and sustainability.

Leadership & Management

- Provide excellent leadership to the DHC, ensuring all staff and volunteers are inspired, motivated, valued and are able to perform to their full potential.
- Sets the direction for staff and volunteers to ensure priorities are clear and resources are used in the best way.
- Lead, develop and empower all staff and volunteers
- Ensure that the DHC has in place effective policies and procedures to manage human resources, finance, information processing, communication, premises and other resources, and that these meet relevant legislative

requirements and agreed quality standards.

Governance

- Work with the Chair of the Board of Trustees to ensure high standards of governance and that the Board fulfils constitutional and legislative requirements.
- Provide appropriate and accurate management information and other guidance to the Board of Trustees to ensure they have a clear and accurate understanding of the health and performance of the organisation and are able to take informed decisions.
- Support the Chair in ensuring the development of all Trustees.
- As appropriate, monitor and advise on the composition of the Board, its sub-committees, and the process of self-assessment and development.

External relations

- Ensure strong and positive relationships with key external stakeholders to ensure that the organisation builds a reputation for excellence and that opportunities are maximised.
- Clearly articulate the value and impact of the DHC to a diverse range of audiences, partnerships, collaborators and stakeholders.
- Represent the interest of the DHC externally, developing the Charity's brand and profile.

This job description is not necessarily an exhaustive list of duties but is intended to reflect a range of duties the post-holder will perform. The job description will be reviewed regularly and may be changed in the light of experience and in consultation with the post-holder.

PERSON SPECIFICATION

Qualifications

- Professional qualification appropriate to the museum/tourism industry. (E)
- Graduate qualification or equivalent. (D)
- A good standard of literacy and numeracy to at least level 3 (E)

Experience required

- Proven track record as a people leader and manager, ideally with experience of working within the museum/tourism industry. (E)
- Implementing strategic objectives whilst managing a wide range of shorter-term operational demands. (E)
- Identifying and securing new income streams to enable financial sustainability and growth. (E)
- Successfully leading staff and volunteers through change. (E)
- Building success through partnerships, influence and diplomacy. (E)
- Developing and maintaining relationships with a diverse range of clients, stakeholders and partners including other charities, businesses and funders. (E)
- Supporting a Board of Trustees and effectively engaging the skills and experience of Trustees in the development of strategy. (E)
- Growing income from a range of sources including corporates and high net worth contracts and grants. (D)
- Working in a leadership role within the charitable voluntary sector. (D)

Knowledge, Skills and Abilities

- Knowledge of the governance, constitutional and legal requirements of a Charity and Company Limited by Guarantee. (D)
- The ability to drive a high-performance culture and sustain a positive working environment with high staff morale. (E)
- Ability to monitor performance across a range of functions, including finance, HR, ICT and premises. (E)
- Ability to negotiate with, influence and develop relationships with a wide range of diverse stakeholders. (E)
- Ability to process a large quantity of information and to communicate effectively with customers, Trustees, staff, volunteers and other stakeholders. (E)
- Ability to ensure that the use of digital technology is effectively developed improve the visitor journey. (D)
- A good understanding of, and commitment to, equality and diversity across all areas of work. (E)
- Able to work evenings and weekends as required. (E)

Personal Qualities and Attitudes

- Passion and enthusiasm for the Forest of Dean's heritage and history. (E)
- Committed to excellence. (E)
- Commercially/Financially astute
- Open, honest and transparent. (E)
- Resilience and tenacity. (E)
- Inspiring and highly professional. (E)
- Good communication. (E)
- Networking skills. (E)
- Excellent public speaker. (E)
- Able to be an effective ambassador. (E)

SALARY AND BENEFITS

Salary – circa £25,000pa

40 hours per week

Annual Leave entitlement – 25 days pa