

Operations Manager

Lauderdale House is a fascinating Grade II* historic house, built in 1582, set in the beautiful Waterlow Park, Highgate N6. The House is brought to life as an arts and education centre with a varied creative programme of exhibitions, classical concerts, children's shows, jazz, family events and classes.

We are also a venue for hire, hosting over 100 private social events (weddings, parties, memorials and more) every year. Activities take place over 360 days a year, often starting at 9am and ending at midnight. Our private hire programme is our primary source of income and key to supporting our arts and education programme, along with ticket sales and occasional funding from local charities. Our annual footfall is in the region of 80,000 with many people coming each week who have a great fondness for the building and what we do: 'Lauderdale becomes part of your DNA'.



The house comprises 3 multi-use spaces (one of which is also an exhibition space) plus 2 exhibitions spaces linking the main rooms. We bring this historic house to life through a wide range of activities ranging from our arts, heritage and educational cultural programme to social and community hires. For example, in a single day, the Lower Gallery may start with a toddler music class, followed by a couple of hours open as an art gallery, then a funeral service and reception, finishing the day as a concert venue. In the meantime, there may well have been classes and/or meetings in the other 2 spaces. On weekends, we often host weddings which use almost the whole building. Activity in the building may start at 8.30am and finish at midnight depending on the programme. We also have a café on site run by our catering partner Pink Food who also cater for the weddings, parties and funerals. To find out more about what we achieve in a year, have a look at the annual reports on the About Us page of our website.

This role is vital to ensure the smooth and efficient delivery of our wide-ranging programme of hospitality, arts, heritage and education and, at the same time, with the support of the Events and Operations teams take responsibility for the maintenance, upkeep and statutory compliance of this Grade II* listed building.

The Operations Manager will

- Work closely across the organisation with an understanding of the needs of the arts, heritage and education programme, hospitality/social hires, caterers, front of house and marketing/PR to provide the best possible conditions in the building.

In particular, the manager will work with the:

- Venue Hire & Events Manager and catering franchisee to plan and deliver an extensive programme of hospitality/social and creative hires.
- Director to ensure smooth delivery and project management of the cultural programmes in the House such as Halloween, Nowruz Festival and the Easter Trail.
- Marketing team to manage scheduling and logistical requirements of the annual programme. E.g., ensuring Easter Trail items in the park can be installed at the locations being advertised in promotional materials.

- Operations & Facilities Officer and Operations & Events Assistant to maintain the building, health and safety requirements and relevant services such as cleaning, waste removal, Camden Council maintenance contract, etc.
- Education Manager to ensure educational events are fully supported and integrated into the activities in the House.
- Oversee a range of building management and operational duties to ensure the building is maintained to an extremely high standard, and the facilities are fit for purpose, safe, secure, comfortable and in a good state of repair.
- Ensure operational policies and procedures are compliant with relevant legislation and our premises license.
- Manage the team of freelance stewards to deliver the majority of the events.

Our Ideal Candidate

Our ideal candidate has an interest in arts, heritage and education, excellent organisational and communications skills, is committed to delivering top customer service, arts and educational events and enjoys working with a diverse range of people. This is a great opportunity to be at the heart of a dynamic organisation ensuring that the vital logistics of planning and building maintenance enable us to deliver a high quality, diverse and busy programme.



Job Description

This role manages:

- The Operations & Facilities Officer.
- The Events & Operations Assistant jointly with the Venue Hire & Events Manager.
- The Gallery & Programme Assistant jointly with the Education & Outreach Manager.
- The freelance stewarding team.

It has wide ranging responsibilities but is supported by the Operations and Events team.

It is responsible for:

Event Operations and Project Management

Hired events:

- Leading on logistical planning and delivery for social/hospitality hire and other events.
- Managing a seamless handover of events from the Venue Hire & Events Manager, including client liaison for final set up details and delivery.
- Close liaison with the catering franchisee for smooth delivery of individual events, including set up, and technical requirements.
- Working closely with the Events team and Operations & Facilities Officer to ensure agreed systems are implemented consistently and the logistics of managing a busy event programme are as well planned and efficient as possible; including, co-ordination with the catering franchisee, management of deliveries, external suppliers and briefing and management of event stewards.
- Act as Duty Manager on weekends and to both brief and manage stewards for private hire events, as well as liaise with clients as needed.
- Managing the recruitment, onboarding, rostering, and training of freelance front of house event stewards.

Arts Hires:

- Overseeing the management of the art galleries with the support of the Operations & Events Assistant and Operations & Facilities Officer.
 - Managing the administration, organisation and programming of the annual exhibition schedule.
 - Day to day operations including opening and closing, and gallery volunteers.
 - Timetabling the opening hours for the internal diary and the website.
- Ensuring needs of people hiring for concerts and classes are met.

In House Programme Events:

- Working with the Director to support and help project manage events and activities in the House such as Open House, Heritage Weekend, Nowruz Festival, Easter Trail, Halloween, to:
 - Schedule freelance staff and volunteers.
 - Liaise with the café for any catering requirements.
 - Apply for event permits and create event plans and risk assessments.
 - Managing set ups, pack downs and briefings as required for on the day events.
- Working alongside the Marketing team to ensure smooth planning and delivery of programme events by:
 - Ensuring internal timelines for programme events are scheduled to suit the needs of the house.
 - Answering all other logistical questions pertaining to programme events as they arrive.

Building and Services:

- Management of the annual maintenance and compliance calendar.
- Overseeing and supporting the Operations & Facilities Officer in managing all service contracts and repairs, presentation and security of the building.
- Develop and implement best practices in accessibility and welcome for all users of the building.
- Work with the Director to project manage improvements and significant repair and maintenance projects to the building.

Health & Safety / Security:

- Overseeing and supporting the Operations & Facilities Officer to ensure a safe and efficient working environment, adhering to Health Safety standards, including:
 - Fire, security, electrical testing, relevant health and safety training, checking of equipment and any other requirements.
 - The catering franchisee meets all requirements relating to the building in terms of health and safety and respect for its heritage status.
 - All staff, freelancers and volunteers are trained.
 - All relevant risk assessments have been completed.
- Ultimate responsibility for ensuring the security and safety of Lauderdale House is carried out effectively by the Operations & Facilities Officer including locking and alarming, as well as liaising with Camden Parks regarding the locking of the park gates surrounding the house.
- Being on call out of hours to respond to alarm activation alerts from security systems (this is a responsibility which will be on a rota).

General

- Taking the lead to manage busy days in the House.
- Assisting with the set up, pack down and management of all activities as required.
- Overseeing the day-to-day tasks of the Gallery & Programme Assistant alongside the Education & Outreach Manager.
- Rostering the working days for the Operations team (Operations Manager, Operations & Facilities Officer, Operations & Events Assistant).
- Solving any issues which arise with the building.
- Working to reduce environmental impact.
- Carry out such other duties as may be reasonably expected of the post.

Person Specification

- Relevant experience of working in a venue and delivering events to a high standard.
- Relevant experience of line managing staff.
- Relevant experience in the operational delivery of events.
- Understanding of the needs of a wide range of clients encompassing brides and bridegrooms, widows, parents, visual artists, musicians, etc.
- Understanding of best practice for Health & Safety.
- Experience and/or understanding of the implications of working in historic/listed buildings.
- Project management experience/excellent organisational skills.
- Superb attention to detail.
- Proven record in delivering exceptional customer service.
- A commitment to equality and diversity.
- Calm, professional, positive and friendly manner.
- Excellent verbal and written communication skills.
- Strong interpersonal and relationship building skills.
- Able to work with a diverse range of people and work well in a small team.
- Good listening skills and ability to take and give direction.
- Proactive, efficient and able to work under pressure.
- Creative and lateral problem-solving skills and the ability to deal with the unexpected.
- Positive attitude and willingness to help where needed.
- Confident use of Microsoft Office Suite and ability to learn other relevant software.
- Interest in the arts, heritage, education and/or community activities.

Salary & Hours

Salary: £37,818

Reports to: Director

Term: Permanent, full-time (subject to 3 months probationary period)

- 35 hours per week, generally between the hours of 9am-6pm according to the needs of the organisation, excluding 1 hour lunch break. Occasional evening working may be required in relation to Lauderdale House programmed events such as the Spooky Walk and/or unexpected eventualities.
- The role requires you to be available to work any day over the 7-day period, in line with business needs, and will involve regular weekend working.
- No overtime is payable, but time-off-in-lieu (TOIL) may be taken where the postholder works more than the specified number of hours if approved in advance by the Director.

Location: This is a hands-on role in a small team. You will be based on site, sharing an office with the other members of the team. Lauderdale House is a public building that needs to be staffed day-to-day which means there is little scope for remote working.

Holiday: 25 working days per annum plus public holidays. The leave year runs from 1 April – 31 March.

Application Process

To apply, please send a CV and covering letter explaining why you are interested in this role and how you fulfil the skills and personal attributes to

Isabelle Wilson, iwilson@lauderdale.org.uk

Please include contact details for 2 referees in your application stating at what point in the recruitment process they may be contacted (we will not contact them without your permission).

We are committed to equality, diversity and inclusion. If you have any access requirements or would benefit from adjustments during the recruitment process, please let us know. We will make every effort to provide appropriate support and reasonable adjustments, while ensuring that all candidates are assessed against the essential requirements of the role.

Deadline: Thursday 16 July at 12pm

First Interviews will be held on Wednesday 22 July

Second interviews will be held on Wednesday 29 July

If you would like an informal chat about the role, please call Operations Manager Isabelle Wilson on 020 8348 8716.

For more information, please see <https://www.lauderdalehouse.org.uk/about-us/work-with-us>

Equality and Diversity

Lauderdale House is committed to implementing and promoting equality, diversity and inclusion in all of its activities, services and practice. We recognise that discrimination exists in society (whether protected by law or not), and that we have legal and moral duties to promote a positive culture of equality, respect, inclusivity and full participation. We believe especially in the value to individuals of participation in culture for all people, in the power of culture to promote understanding and respect between people of diverse backgrounds and cultures, and in promoting a sense of local community which is fully inclusive. As an organisation we are committed to challenging the unconscious bias of ourselves and others.

Staff Structure

