

Operations & Facilities Officer

Lauderdale House is a fascinating Grade II* historic house, built in 1582, set in the beautiful Waterlow Park, Highgate N6. We bring this historic house to life through a wide range of activities from our arts, heritage and cultural education programme, including 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 exhibition 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 that:

- The presentation, standards and security of this historic building are maintained to an extremely high standard, so that it offers a warm welcome to everyone and meets all health & safety requirements.
- The logistics of this multi-functional venue run as efficiently and effectively as possible.

The role combines hands-on event delivery with day-to-day building maintenance, alongside taking a proactive role and responsibility for ensuring health & safety, security and other compliance requirements are implemented.

Our small team works closely together and takes great pride in solving problems and delivering the highest quality experience for everyone, from mothers and toddlers attending Mini Mozart to nervous brides and even more nervous artists presenting new work.

You will enjoy being public facing. We have minimal 'back of house' space as the building is extremely open and accessible, so you will be engaging with the public throughout the building.

You will work closely with colleagues across the organisation with:

- The Operations Manager and Operations & Events Assistant to maintain the building, health & safety requirements and all relevant service contracts including cleaning, waste removal, Camden Council maintenance contract, IT and phones.
- The Director and Operations Manager to smoothly deliver the House's arts programme and annual events such as Halloween, Nowruz Festival and Easter Trail.
- The Operations team, Venue Hire & Events Manager and catering franchise to successfully deliver private hire events.
- The marketing team to manage gallery opening times, signage and feedback from the public.

This role is new and part of a restructure following the retirement of our Operations Deputy. You will be a key part of the team designing and delivering new security arrangements.

Our Ideal Candidate is interested in arts and heritage and is practical, well organised, highly responsible and enjoys working in a lively, ever-changing environment, interacting with a diverse range of people. This is a great opportunity to take responsibility for the fabric of a heritage house and join a team making a difference in the community.



Job Description

Building, facilities and utilities:

- Ensuring high standards of management and the presentation of the building on a day-to-day basis i.e., moving catering cages, turning on and off radiators, closing windows in line with the needs of the building.
- Carrying out small ongoing repairs and decoration.
- Managing our contract with the Camden Repairs Department, which covers the maintenance of systems such as the lift, plumbing, electrics and automatic doors, and inspections covering areas such as Legionnaires' disease, fire extinguishers, etc.
- Finding suitable tradespeople to do specialist repairs which are outside the remit of Camden Repairs and this role.
- 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).
- Managing, reviewing and acting as a first point of contact for the organisation's contracts including energy (gas and electricity), water, Internet, telephones (VOIP), IT support and waste removal.
- Keeping all AV and exhibition hanging equipment and facilities inventoried and maintained to the highest standard.

Health & Safety / Security:

- Updating and implementing the Health & Safety Policy, ensuring all office staff, stewards and catering partner staff are adequately trained and informed, specifically on the emergency evacuation procedures, fire drills, use of Evac chairs and basic First Aid provision.
- Overseeing the day-to-day health and safety of the building, staff and visitors, to make certain all functions in the building are carried out in line with Health & Safety legislation and Lauderdale's Health & Safety Policy.

- Working to ensure all activity in the building is properly risk assessed in advance and complies with the latest legislation and best practice.
- Maximising the physical accessibility of the building for all users.
- Planning and delivering all staff training for health & safety and building related matters.
- Day-to-day operational responsibility for security, safety and locking & alarming of Lauderdale House, as well as liaising with Camden Parks regarding the locking of the park gates surrounding the house.

Compliance:

- Acquiring and keeping up to date all health & safety documentation.
- Contributing to feasibility planning and risk assessment for private hire and programme events, identifying potential challenges and mitigating any potential hazards.
- Working in close collaboration with the Events team and the Operations Manager to establish if specific requests from private hirers can be accommodated safely.

Events:

- Ensure exhibition artists understand and are comfortable using our exhibition hanging system, along with supporting installation and removal.
- Advising all hirers on how to use AV equipment.
- Manage the installation of in-house programme events such as the Easter Trail, Halloween Spooky Walk and Santa's Grotto.
- Help with the delivery of our internal programme, such as our Summer Outdoor Season and Spooky Walks, including occasional out-of-hours work.
- Setting up and packing away classes and private events.
- Act as Duty Manager on a weekend rota, briefing and managing stewards for private hire events and liaising with clients as needed.

General:

- Taking the lead in managing busy days in the House.
- Assisting with the set up and pack down and management of all activities as required.
- Solving any issues which arise with the building.
- Working to reduce environmental impact.
- Carry out any other duties reasonably required as part of this role.

Person Specification

Essential:

- Experience in taking responsibility for and managing and delivering building operational needs and maintenance including compliance, all aspects of health & safety and other regulatory requirements for a multi-purpose building.
- Proactive, efficient and able to work under pressure.
- Creative and lateral problem-solving skills and the ability to deal with the unexpected.
- Calm, professional, positive and friendly manner.
- Strong customer service skills with an understanding of the needs of a wide range of clients, encompassing brides and bridegrooms, widows, parents, visual artists, musicians, etc.
- Excellent verbal and written communication skills.
- A commitment to equality and diversity.
- Strong interpersonal and relationship building skills and the ability to work with a diverse range of people.
- Good listening skills and ability to take and give direction.
- Positive attitude and willingness to help where needed.
- Confident use of the Office suite and ability to learn other relevant software.
- Superb attention to detail.
- Interest in the arts, heritage, education and community activities.
- Understanding of the implications of working in a heritage building.
- Basic understanding of use of AV equipment.
- Confident in DIY.

Desirable:

- Experience and confidence in procurement processes, contract management and managing small repairs.

- Demonstrable experience of working and communicating within a team to plan and deliver the operational practicalities and needs of a building, or organisation.
- Experience of, or an appreciation of the requirements of, managing building security, including being on call.
- Experience of working in a public facing building.

Salary & Hours

Salary: £32,416

Reports to: Operations Manager

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 flexibility to work across a 7-day week, including regular weekends, in line with business needs.
- 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 events 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 your CV and a covering letter explaining why you are interested in the role and how you meet the skills and personal attributes outlined above. Please send your application to:

Grace Vassallo, gvassallo@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 30 July at 10am

First interviews will be held on Thursday 6 August

Second interviews will be held on Thursday 13 August

If you would like an informal chat about the role, please call Director Katherine Ives 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

