

**Crafts Council  
Recruitment**

**Head of Operations  
June 2022**





## About us

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We are the national charity for craft.

We inspire making, empower learning, and nurture businesses.

We believe that craft skills and knowledge enrich and uplift us as individuals and in doing so will change our world for the better.

Established by Royal Charter in 1971 we are funded by Arts Council England as well as through fund raising and earned income activities.

Society has faced unprecedented challenges in the last year and craft has shown its value; from the many volunteers making scrubs for the NHS through to the rise in craft making at home during lockdown. Yet many craft businesses have suffered a drastic loss of income and need our support.

Our goal is to be an impactful organisation that can:

- champion craft and its positive impact on society
- increase levels of craft education at all ages
- grow the market for craft

With our new public space for craft opening later this year and our fiftieth anniversary to celebrate this is a really exciting time to join the team.

## Overview

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### Job Title

Head of Operations

### Salary

£40,000 gross per annum

### Contract type

Permanent, full time, 36.25 hours per week.

We are open to job shares and part time arrangements (0.8 or 0.9 FTE for this role). We offer flexible and hybrid working where possible.

### Reporting to

Finance and Commercial Director

### Responsible for

Facilities & Operations Manager, Front of House Coordinators, Front of House Assistants, Volunteers

### Working with

Head of Public Programmes, Head of People & Inclusion, Creative Director, Collections & Exhibitions Manager, Contractors

### Location

We are based in Islington, London. We offer flexible and hybrid working where possible.

## Job Outline

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We are looking for a proactive team leader to join the Crafts Council in a new role as Head of Operations. This role will lead the visitor welcome and our front of house team, as well as overseeing the management of Crafts Council's buildings and facilities.

The Head of Operations will join the organisation at a key time, as we approach the one-year anniversary of the Crafts Council Gallery's reopening. This role will act on the learning of the gallery's first year; enhancing visitor experience through robust systems and processes and developing our front of house team.

You will work closely with the Head of Public Programmes and Head of Marketing & Communications to develop and implement engaging and accessible public services and customer surveys to build audiences, broaden our reach and drive footfall.

The Head of Operations oversees the smooth running of our two buildings, 44a Pentonville Road and The Stables, ensuring safe, compliant and effective operational and facilities management. You will support the Facilities & Operations Manager to ensure building fabric is safely maintained and managed in accordance with Crafts Council lease agreements, and Crafts Council Gallery and offices are safe, clean and accessible for the public and our staff. You will also work with the Finance & Commercial Director to develop the commercial viability of Crafts Council's property and assets.

## Main Objectives

You will hold responsibility for managing Health & Safety across the organisation, reporting to the Responsible Person, currently Finance & Commercial Director. You will act as Duty Manager, Key holder and First Aider, as well as effectively managing an on-call system with other key members of staff.

We are looking for a people-centred, efficient and collaborative team leader with good experience of managing public-facing teams, buildings and health & safety compliance. You will bring strong people and budget management skills, a flexible can-do attitude and vision for a welcoming and accessible visitor experience.

- Oversee the visitor experience for Crafts Council Gallery, ensuring highest standards of customer service and Front of House staffing.
- Work with Public Programmes and Marketing & Communications team to develop audiences, track foot fall and improve visitor experience.
- Oversee safe, compliant and effective operational and facilities management across all Crafts Council buildings (currently 44a Pentonville Road and The Stables).
- Manage Health and Safety across the organisation, with a focus on compliance, record-keeping, reporting and communication.



## Main Duties

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### Visitor Experience

- Lead the team to ensure that all visitors have an accessible, enjoyable and memorable experience, and the highest standards of visitor experience and are delivered at all times.
- Ensure swift and satisfactory management of all complaints.
- Oversee the delivery of events, develop suitable systems and processes so events are delivered to a consistently high standard.
- Ensure the Front of House team manages event bookings, ticketing and room hires effectively. Secure support from additional Crafts Council staff for large events.
- Manage the recruitment, training and supervision for the Front of House staff and volunteers, ensuring that all staff are motivated to deliver and maintain high standards of service.
- Support the Front of House Team Leader to develop and deliver engaging volunteer opportunities.
- Work with the Head of Marketing & Communications on branding and marketing materials to build and expand our audience reach.
- Support the Facilities & Operations Manager to ensure the visitor spaces are clean, safe and well-presented at all times.
- Ensure the safety and security of visitors, objects and the buildings through developing and implementing agreed health and safety and security procedures.

- Track footfall, manage reporting and KPIs for the Gallery. Lead on associated data and reporting requirements for ACE, and ensure that visitor surveys are developed, review and carried out.
- Monitor and report on the quality of the visitor experience and use feedback to ensure continuous improvement and efficiency

### Operations

- Be an effective and supportive line manager, provide in-house operational training to staff as required.
- Act as Duty Manager, First Aider and keyholder as required, including occasional evenings and weekends.
- Manage the duty management rota for the Gallery, ensuring there is always a qualified first aider on duty during opening hours.
- Support the FOH Team Leader to manage the FOH rota, timesheets and holiday and sickness cover.
- Support organisation and exhibition planning to ensure effective operational delivery. Ensure staff and resources are booked, appropriate cleaning arrangements are made and turnaround between events is workable.
- Manage the Gallery budget. Process invoices, update trackers and ensure financial diligence regarding expenditure for the Gallery.



Image credit: Rachna Garodia

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### **Building & Facilities Management**

- Work closely with the Facilities & Operations Manager to review and develop building maintenance and improvement plans and implementation, including a 10-year maintenance plan.
- Manage relationships with contractors as required.
- Support the Facilities & Operations Manager to ensure effective management of building compliance, licences, testing, warranties, manuals and record keeping, in line with UK law and best practice.
- Look for ways to develop the commercial viability of Crafts Council's property and assets.
- Lead on Environmental sustainability, monitoring environmental performance, and building on improvements to carbon emissions, waste management, energy saving strategies and ethical procurement.

### **Health & Safety**

- Manage Health & Safety for the organisation, working closely with the Facilities & Operations Manager and reporting to the Responsible Person, currently Finance & Commercial Director.
- Carry out and regularly review static risk assessments and coordinate risk assessments for the Gallery.
- Ensure compliant documentation is always up to date and available for inspection if required.

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- Take appropriate action to resolve H&S issues, investigating all accidents onsite, escalating appropriately.
  - Support in the development of disaster recovery plans.
  - Undertake any other duty which may be reasonably allocated.

## General

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- Participate as an active and responsible member of the management team and contribute to the development of Crafts Council policies, strategies, business and operational plans, ensuring efficient delivery and use of resources.
- A strong commitment to accessibility and social justice, ensuring that we are adhering to best practice.
- Assist in developing and maintaining effective teamwork across Crafts Council.
- Be flexible within the broad remit of the post.
- Continuously seek ways to improve personal, team and business performance.
- Attend and participate in Crafts Council performance, development and training programmes.
- Understand the importance of equality and inclusion in the workplace.

## Person Specification

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- Substantial experience of operational management in a cultural venue or similar public building
- Experience of facilities and/or building management
- Experience of leading a team of staff who work in public-facing or customer service roles
- Excellent knowledge and understanding of visitor service best practice
- Demonstrable knowledge of accessibility and inclusive practice in a public setting
- Knowledge of Health & Safety legislation and its application, with demonstrable experience of managing health & safety in a public setting
- Knowledge and awareness of environmental issues in the context of public buildings, incl. energy conservation, carbon-reducing initiatives and waste management
- Strong people management skills, with the ability to motivate a team and react calmly to challenging situations
- Excellent administration, organisational and IT skills, including Microsoft Office

- Strong financial management skills and planning
- Practical and hands-on approach, with the ability to manage multiple priorities and meet deadlines
- Confident written and oral communicator, comfortable dealing with people from a diverse range of backgrounds
- Commitment to equality and inclusion
- An interest in contemporary art, craft and design
- Willingness to be responsive and flexible in responding to the organisation's needs
- Good team working attitude, able to work across teams effectively and in a collaborative manner

## Guaranteed Interview Assessment

We operate a Guaranteed Interview scheme.

This means that we guarantee to interview any applicant who identifies as from African or Caribbean heritage; Arabic heritage; Latin American heritage; East Asian, South Asian and South East Asian heritage; people from traveller communities; disabled people, whose application meets the essential criteria for the role.

The previous pages detail the essential and desirable requirements for the post. For scoring purposes, Crafts Council will use the following ratings:

1. No evidence
2. Little/some evidence
3. Good evidence
4. Excellent evidence

To be invited to interview under our Guaranteed Interview Scheme, applications must meet the minimum criteria for the role. This is 65% of the shortlisting score across all essential criteria.

A minimum of two individuals will assess all applications, they will separately score all answers 1-4. The results are then converted into an overall percentage score and if this is equal to or more than 65% the candidate applying under Guaranteed Interview Scheme is invited to interview. However candidates scoring 1 in any of the essential criteria will not be invited to interview.



## Benefits Package

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We offer a number of benefits including:

### **Pay**

We are committed to paying above the London Living Wage, therefore we offer competitive salaries with annual reviews.

### **Pension**

Our pension scheme includes generous employer contributions. If you contribute 3%, we'll contribute 7%.

### **Holiday**

We appreciate that regular holiday is essential for you to be at your best. Our staff enjoy 25 days of annual leave plus bank holidays. This increases by one day a year (after five years of service).

### **Sick pay**

We don't want you to worry about money while unwell, so we offer a generous sick pay scheme – giving up to 65 days basic pay in any rolling 12-month period.

### **Flexible working**

We understand that our staff don't leave their home life at the door! As such, we offer flexible working hours, give team members a paid day off if they move home and offer everyone an additional five days of paid leave a year for home care emergencies.

### **Season ticket loan**

After your first six months, you can apply for an interest-free season ticket loan to cover the cost of a travel season ticket.

### **Cycle to work scheme**

We help you save money on purchasing your bike and accessories.

### **Family Leave**

We are fully committed to helping our working parents achieve a work life balance, and encourage all staff to take leave during the early weeks following birth or adoption. As a result we have a very generous company maternity, adoption and paternity policies paying up to 16 weeks of additional pay.

### **Employee assistance programme**

We are committed to our team's wellbeing and provide them with an online source of self-help and wellbeing information on a wide range of topics, focused on helping them lead and maintain a healthy lifestyle.

## How to Apply

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If you feel that you have the qualities to make a difference and the desire to help build a stronger organisation, then we are very interested in hearing from you.

**To apply please go to:**

<https://www.craftscouncil.org.uk/about/working-here>

We also welcome video and voice note applications. To apply please send a link to your video or voice note file, answering the questions set out in the form, to [recruitment@craftscouncil.org.uk](mailto:recruitment@craftscouncil.org.uk)

Applications close: 9am, Monday 25 July 2022

Interviews: Week commencing Monday 15 August 2022

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We aspire to remove barriers and be open to all and strongly encourage applications from individuals currently underrepresented in the Creative and Cultural Sectors. This includes but is not limited to people of African or Caribbean heritage; Arabic heritage; Latin American heritage; East Asian, South Asian and South East Asian heritage; people from traveller communities; disabled people; LGBTQIA+ people and people from a low-income background. We fully support Access to Work applications.

To apply for the role, you must be eligible to work in the UK - Crafts Council is not a sponsoring Organisation.

**Access**

We welcome applications in written, audio or video formats. To submit applications in an alternative format, or to request information in an alternative format please email [recruitment@craftscouncil.org.uk](mailto:recruitment@craftscouncil.org.uk)

If you would like more information about accessibility before applying, please see the guide we have [here](#).



Supported using public funding by

**ARTS COUNCIL  
ENGLAND**

Registered Charity Number 280956

The Crafts Council is supported using  
public funding by Arts Council England.

[www.artscouncil.org.uk](http://www.artscouncil.org.uk)