



<b>Job Title:</b>	Property Operations Manager
<b>Responsible to:</b>	Executive Director
<b>Salary:</b>	£38,000 per annum
<b>Hours:</b>	9am to 5.30pm, 5 days per week, 37.5 hours including weekends.

Strawberry Hill House & Garden (SHHG) is a Grade I listed building set within a Grade II listed landscape, created by Horace Walpole in the 18th century. The House is world-renowned for its unique architectural style and is one of the first examples of domestic Gothic architecture. Having been extensively restored in 2010, the House now welcomes around 20,000 visitors per year.

Strawberry Hill House was built with extraordinary creative and artistic imagination. We aim to recapture that vibrant atmosphere and enthusiastic energy as we reinvigorate the House's creative spirit. As an Accredited Museum, we are stewards of the House and garden, together with a collection of paintings, miniatures, prints, books, works of decorative art and furniture.

#### **Purpose of the Role**

The Property Operations Manager is responsible for the operational management of Strawberry Hill House & Garden as a leading heritage attraction. The postholder ensures the site runs efficiently, safely, and profitably; leads an exceptional visitor experience; oversees a large and diverse volunteer team; and manages organisational infrastructure and systems. The role works across departments to ensure financial sustainability, physical care of the House, Garden and Collection, smooth office functions and inclusive public engagement.

**Direct Reports:** Assistant Property Operations Manager, Interim Learning Coordinator, Head Gardener, Community Development Manager, Property Operations Management Assistant, Cleaning Contractor

**Liaises with:** Executive Director, Senior Curator, Head of Finance, Education Freelancers, Café Concession, Volunteers, Visitors, Contractors

## **Key Responsibilities**

### **Operational and Facilities Management**

- Oversee the daily running of the House and Garden, ensuring smooth, safe, and welcoming operations for staff, volunteers, and visitors.
- Manage all aspects of the site including security (physical, practices, CCTV, alarms), fire safety (testing, drills, and compliance), lighting, conservation heating, and waste management.
- Supervise cleaning regime and contracted cleaning services. Oversee prescribed conservation cleaning.
- Oversee maintenance of the House, car park, waste collection, bins, and garden areas including the children's play area.
- Line manage the Head Gardener, supporting the horticultural vision and presentation of the Garden.
- Support the Executive Director and Senior Curator in the delivery of restoration, conservation and site interpretation.
- Support the installation and de-installation of exhibitions and collection moves and ensure maintenance of visitor interpretation and lighting.

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### **Health, Safety and Compliance**

- Act as lead for Health & Safety, ensuring organisational compliance with training, policies, procedures, risk assessments and incident reporting.
- Regularly provide H&S Reports to SHT Board.
- Act as Safeguarding Lead for the organisation.
- Maintain first aid cover and ensure contingency planning is in place across the team.
- Lead the rollout of emergency and safety training for staff and volunteers.
- Maintain all necessary documentation and ensure staff awareness of compliance procedures.
- Fire prevention including overseeing contractor and system tests.

## **Financial and Commercial Oversight**

- Participate in the annual budget setting rounds and project budgets where delegated. Support financial forecasting and monthly performance reporting.
- Oversee daily financial procedures including takings, till reconciliation and income reporting.
- Conduct sales analysis to support retail and ticketing strategy.
- Lead on the use of the ticketing system (Digitickets) with Marketing and oversee Front-of-house volunteers in its use.
- Oversight of commercial activity including overseeing filming and photoshoots (via FilmFixer), venue hire, weddings, and corporate/private events, supporting Assistant Property Operations Manager (Commercial).
- Support strategic café operations through collaboration and partnership activity, including seasonal promotions and visitor engagement initiatives.

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## **Visitor Experience and Public Engagement**

- Lead the delivery of a high-quality visitor experience across the House, Garden and events programme.
- Act as regular Duty Manager; provide support and cover for the Operations Management team as needed.
- Ensure the physical presentation of all visitor areas is welcoming, accessible, and engaging.
- Maintain and develop Front-of-House practices to support the ticketing process through encouraging gift aid, membership and programming sales.
- Lead on the design, delivery and evaluation of the Guided Tours programme.
- Oversee a seasonal programme of public events including concerts, family activities, community outreach, open air theatre, and large-scale events like the SH Flower Festival.
- Monitor visitor feedback and ticketing data to inform operational decisions and continuous improvement.

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## **Volunteer Management and Development**

- Oversee a volunteer team of approximately 200 individuals across stewarding, Front-of-house, garden, conservation, events, education, administration and creative projects.
- Lead on organisation-wide communications to promote a positive and supportive workplace culture.

- Provide a welcoming, inclusive and supportive volunteer culture; deliver training and inductions; respond to feedback.
- Coordinate volunteer rotas and ensure daily coverage for all public operations.
- Support the training and operation of a volunteer House conservation cleaning regime in collaboration with the Senior Curator.

### **Oversight of Education and Learning offer**

- Oversee the management of the Education Programme, coordinating with freelance educators and volunteers to deliver KS1–KS5 school sessions, university visits and lifelong learning groups.
- Line-manage the Learning Coordinator, who handles bookings, scheduling and freelance contracts.
- Support special projects and curriculum-linked activities that contribute to the charitable and public engagement aims of the House and Garden.

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### **Office and IT Management**

- Oversee office systems, including digital filing, and document management.
- Manage IT infrastructure in partnership with Qlic, including hardware, user support, and system functionality.
- Manage visitor-facing communications, developing the online enquiry resource.
- Support HR functions including recruitment administration, inductions, rota planning, and internal communications.
- Renegotiate service contracts and source appropriate suppliers as needed.
- Process and distribute incoming post.
- Maintain digital SharePoint structures for effective document sharing and archiving.

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### **Strategic Development and Organisational Support**

- Act as a key advisor to the Executive Director on operational, staffing and infrastructure development.
- Support internal change management processes, including space planning, systems upgrades, and procedural rollouts.
- Lead the development and embedding of new ways of working across staff and volunteer teams.
- Play an active role in strategic planning and trustee reporting.

## **Knowledge/Skills and Experience:**

### **KNOWLEDGE**

- Minimum of 3 years experience in operational or facilities management, ideally within a heritage, museum, visitor attraction or public-facing environment
- Proven experience of managing people, including staff, volunteers and external contractors
- Strong understanding of Health & Safety, safeguarding and compliance responsibilities
- Experience overseeing buildings, facilities or historic properties, including maintenance and contractors
- Experience of working with, and negotiating with, external stakeholders and contractors
- Budget management and cost control

### **SKILLS**

- Excellent organisational and problem-solving skills, with the ability to manage multiple priorities
- Confident communicator, able to work collaboratively across teams and with a wide range of stakeholders
- Good written and verbal communications with an eye for detail & visual impact
- Competent IT skills
- Attention to detail and results focused

### **Sending us Your Application**

Please send your CV and a personal statement explaining how your skills and experience match, and why you would like this role, by email to [jobs@strawberryhillhouse.org.uk](mailto:jobs@strawberryhillhouse.org.uk)

**Closing date for application:** Friday 13 February 2026 at 5pm.

**Interviews:** Week commencing Monday 23 February 2026.