

Property Operations Manager



STRAWBERRY HILL HOUSE AFTER RESTORATION IN OCTOBER 2010

Background

Strawberry Hill House is a Grade 1 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 (and few surviving) examples of domestic Gothic architecture. Having been extensively restored in 2010, the House is generally open to the public five days a week and historically, on average, welcomes circa 25,000 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. The core income-generation activities to care for the House and Garden are paying visitors, groups, tours, learning programmes, outsourced catering, retail, hires, and targeted programming activity.

Following the financial challenges encountered due to the Covid-19 pandemic, the priority for the organisation is to focus on the delivery of its financial resilience plan of which this role is an important component part.

The Property Operations Manager should have proven experience in leading within a historic house environment, a willingness to multitask due to the small staff team and inspire volunteer participation. Engaging staff and volunteers to ensure that all areas of the property's operation, from conservation to visitor enjoyment, are being delivered to a high standard as well as crucial income generation targets.

JOB DESCRIPTION

Job Title:	Property Operations Manager
Responsible to:	Executive Director
Line Manager:	Operations Coordinator, Gardener, Volunteer Development Officer
Responsible for:	Volunteers, interns and work placements
Contract Length:	Fixed term 12 months - full time, salary £32,000

Job Summary

The role is a mixture of operational and conservation management which requires resilience as no day ever goes quite according to plan. The role also leads on visitor experience for the house and garden and you need to be able to influence your colleagues as well as your team to deliver excellent service.

As our Property Operations Manager, you'll play a pivotal role in making sure our business plans become reality. The role will be a blend of leadership, management, operational delivery and duty management.

Strawberry Hill House could not survive without its volunteers and our ambition is to have volunteers involved in everything we do. You will need to ensure that your staff and volunteer team are deployed effectively and are enjoying what they do.

About you:

We're looking for an organised, resilient, enthusiastic, inspiring, knowledgeable leader. You will be someone who shares our aims, values and ambitions and understands the balance of conservation and access. Someone who'll ensure that budgets and deadlines are met, that the right people have been consulted as part of the operational process.

You need to have experience of financial delivery and control, staff and volunteer management, conservation and maintenance of buildings, collections and gardens.

Working Pattern

5 days over 7 including regular weekend and evening work as well as holiday cover for the Visitor Operations Coordinator.

Key Responsibilities

Financing our Future

- Manage operating and delegated project budgets and financial procedures. Contribute to the financial planning process, to ensure effective use of resources, revenue generation and cost control.
- Efficient management of daily operation, including filming, groups, education, catering concession(caf ) and shop to maximise income.
- Running an annual calendar of profitable private and public events at the House
- Coordinating and overseeing daily cashing up and till reconciliations and then the banking of takings
- Leading for donations and gift aid across the visitor journey

Building Management, Conservation, Security and Health & Safety

- Managing the opening and closing the house according to security and safety procedures for all activities.
- Ensuring the rooms are properly presented, maintaining interpretation materials and raising any noticeable issues regarding conservation with the Director or Curator.
- With the Curator, maintaining the fabric of the House and the curatorial integrity of the Collection housed within Strawberry Hill House, including those artefacts owned by the Strawberry Hill Collection Trust
- Ensure that management tools, such as co-ordinated IT systems, files and records, are kept at appropriate levels of efficiency and functionality to always ensure effective data-management for operational processes and analysis within Strawberry Hill House.
- Plan and coordinate the conservation and maintenance requirements of the internal and external fabric of the house and collection, seeking advice from the Director, Curator and external Conservator where appropriate
- Manage and verify plans of action to be taken in the event of an emergency, to ensure compliance with insurance and museum accreditation requirements.
- Take reasonable care for the health and safety of themselves, and of others who may be affected by their actions or omissions at work.
- Take an active part in the Duty Manager rota and cover the holidays of the Visitor Operations Coordinator to ensure compliance with security and required operational standards. Deputise for the Director when required.

Visitor Experience

- Leadership of all operational staff and volunteers to deliver and promote exception customer service. Resolving any issues that may arise quickly and effectively and answering queries visitors



may have during their visit.

- Continuously improve visitor satisfaction by leading and developing the team of staff and volunteers so that a high standard of visitor welcome and experience is consistently delivered.
- Assist with the development of the Visitor Experience including interpretation, resources and special projects
- Liaise with all relevant departments to schedule, co-ordinate and resource a seasonal programme to enhance the visit across the house and garden in line with agreed themes to inspire supporters, encourage repeat visits, and enhance the visitor experience to meet objectives.
- Supervise the visual merchandising of the shop including labelling and signage

Volunteer Management

- Ensure there are enough visitor facing volunteers every day to support the delivery of the operational activities
- Coach volunteers to deliver an engaging visitor experience and support and supervise them with regular floor walking.
- Ensure all volunteers receive an appropriate Induction and regular training and that their skills and experience are being used to their best effect.
- Rebuild and support the conservation volunteer team.
- Lead the increase of volunteer participation across all areas of operations
- Champion effective communications with the volunteers and ensure volunteers' concerns are listened to and acted on where appropriate.

Other Duties

- Undertake any other duties at the request of the Director or Curator which are commensurate with the role.

KNOWLEDGE/SKILLS AND EXPERIENCE:

KNOWLEDGE

- Degree in relevant field - MA / Diploma in Museum Studies / Apprenticeship in Museums Association
- Engaging people with historic collections, buildings and gardens
- Good understanding managing access and heritage successfully
- Knowledge of Health & Safety and emergency procedures
- Duty management experience
- Volunteer management experience
- Experience of working with, and negotiating with, external stakeholders and contractors
- Budget management and cost control
- Understanding of the management and visitor experience of historic buildings

SKILLS

- Ability to work as part of a team sharing learning and ideas
- Coaching and training
- Able to initiate and complete curatorial work in collaboration with Curator
- Good written and verbal communications with an eye for detail & visual impact
- Competent IT skills
- Self-motivated and motivator of others
- Attention to detail and results focused
- First aid qualification
- Use of TREND or similar building management system

HOW TO APPLY AND TIMETABLE

CV and Personal Statement

All applications should be sent electronically and consist of a CV and a supporting statement, outlining the suitability of the role as outlined by the person specification

The personal statement should set out how you meet the person specification. Please be clear and comprehensive in your supporting statement as this will be a key shortlisting document

Sending us Your Application



Please send your CV, personal statement and Recruitment Monitoring Form by email to applications@strawberryhillhouse.org.uk

Timetable

Closing date for applications: 29th October 2024

Interviews: 13th November 2024

