



## **Operations Coordinator**

Strawberry Hill House & Garden 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 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 House offers a range of income-generating activities of Admissions, Retail, Catering, Events and Exhibitions as well as having a successful Learning programme.

This varied role is focussed on duty management, commercial and programming events as well as our wider tours offer, and supporting Learning activities. You will be responsible for coordinating and delivering group visits, filming, and weddings at Strawberry Hill, as well as creating family programming activities with the wider team. You will also support our learning freelancers and volunteers through coordinating activities. This role works regular weekends, bank holidays and evenings.

## **JOB DESCRIPTION**

**Job Title:** Operations Coordinator

**Responsible to:** Property Operations Manager or Director

**Salary:** £25,600

**Hours:** 37.5 hours per week, 5 days per week on a rota.

(On a busy week we might have 2 or 3 evening events, to be shared with the Property Operations Manager, and you would be expected to work regular weekends).

**This is a fixed term contract from March 2025 – March 2026**

### **Job Summary**

The Trust is seeking a full time Operations Coordinator to join the team with the delivery of all operational activity and the duty manager at Strawberry Hill House.

The role is responsible for Hires (wedding ceremonies, filming, photoshoots, product launches etc) and coordinating programming activity for exhibitions and family holiday activities etc. It also leads on maximising group bookings working with volunteers and freelance education providers to undertake the school and adult bookings. (external bookings for wedding ceremonies, receptions etc and internal Strawberry Hill Trust events e.g. Lectures, Themed tours, Flower Festival)

### **Key Responsibilities:**

#### **Programming and Events**

- Provide excellent customer service for all events enquiries and clients.
- Diarise and plan events, arrange logistics and write Event Brief outlining set up and schedule.
- Raise hire contracts and invoices for filming, weddings, programming events and group bookings.
- Liaise with host / guest speaker / entertainers / volunteers.
- Open/Lock House and Secure the site.
- Event Set up e.g. Digital / Audio Visual / seating, tables, drinks / Signage etc.
- Arranging catering with approved and in-house caterers
- Organise volunteers for events as needed.
- Support marketing of programming activities with listings: uploading text and images for each event onto listing sites
- Setting up activities on our ticketing system Digitickets and on our website via Wordpress.
- Collect and evaluate feedback from programming events to feed into planning meetings for future activities.
- Ensure all activities follow Risk Assessments.

#### **Duty Management**

- Managing the opening and closing of the house according to security procedures.
- Ensuring rooms are properly presented, maintaining interpretation materials and raising any noticeable issues regarding conservation with the Property Operations Manager.
- Be a nominated first aider and fire marshal, ensuring all health and safety procedures are

- maintained and followed. Manage and escalate any security issues during opening hours.
- Deliver and promote exceptional customer service, resolving any issues that may arise quickly and effectively and answering queries visitors may have during their visit.
  - Oversee the front of house volunteer team and promote the delivery of sales and gift aid targets.
  - Follow the Trust's financial procedures with responsibility for cashing up.
  - Updating daily ticketing and sales statistics, sharing statistics with the appropriate persons in both the volunteer and staff team.
  - Coach volunteers to deliver an engaging visitor experience and support and supervise them with regular floor walking.
  - Monitoring the volunteer rota and troubleshooting shortages.
  - Champion effective communications with the volunteers and ensure volunteers' concerns are listened to and acted on where appropriate.
  - Carry out daily cashing up and till reconciliations.

### **Weddings**

- Respond to incoming enquiries that come in directly via email or calls. Log enquiries on spreadsheet.
- Selling wedding ceremonies at SHH - show couples around the venue for viewings and talk them through the offering. Most viewings usually take place during the weekend.
- Wedding events - The current process entails meeting with a couple 3 times before the big day. These meetings usually take several hours. There is also fielding emails and calls from the initial contract up to the wedding day.
- Liaising with SMU and suppliers. The event usually involves half a day prepping on the previous day - printing signage, partial set up, taking deliveries, and managing the actual day runs from 9am to 7pm.
- Arranging logistics and creating a detailed Event Briefing outlining resources and schedule.
- There are currently 5 confirmed bookings for 2025 - 4 full day events and 1 civil ceremony.

### **Filming/Photoshoots**

- Handle all initial filming and photoshoot enquiries.
- Show production teams around for recces.
- Manage production when on site and oversee shoot.
- Arrange additional staffing as necessary.
- Liaise with Filmfixer to negotiate fees and shoot details.

### **General Admin / Ad hoc duties**

- Handle incoming email/telephone enquiries.
- Empty the post box
- Collaborate and liaise with SHT colleagues to ensure all relevant information is shared internally in a timely and accurate fashion.
- Ensure that all activities are adequately managed/staffed/stewarded, be that with assistance from volunteers and/or additional paid staff.
- Adhere to all SHT policies and procedures e.g. GDPR, Health & Safety, Fire Safety and Safeguarding as stated in policy documents and/or the Staff Handbook.

- Maintain client database and client relationship management whilst ensuring data protection.
- Undertake any other duty as reasonably required by the Strawberry Hill Trust

### The Individual

The individual will come with ideas, excitement and energy and be happy to roll up their sleeves as they join the Strawberry Hill team. A track record of successfully leading events is desirable. Experience of working in the arts/heritage sector whilst not essential, would be advantageous. A passion for Strawberry Hill House and Garden is essential.

### Person Specification

<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience working within an Events or Hires environment.</li> <li>• Experience of stewarding existing clients, managing relationships and recruiting new business.</li> <li>• Experience working within the arts/heritage sector.</li> </ul>
<b>Skills &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills.</li> <li>• Highly numerate with good analytical skills.</li> <li>• Strong prioritisation and resource allocation skills.</li> <li>• Excellent negotiating and influencing skills.</li> <li>• Ability to build strong relationships both internally and externally.</li> <li>• Excellent IT and administration skills.</li> <li>• Experience producing content for digital and social media platform.</li> <li>• Knowledge of GDPR, Health &amp; Safety and operational best practice.</li> <li>• Commitment to Equality, Diversity and Inclusion.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Highly organised and self-motivated</li> <li>• Personal enthusiasm, energy, integrity, and professionalism.</li> <li>• A methodical approach and eye for detail</li> <li>• High levels of resilience and adaptability</li> <li>• Ability to work under pressure, meet deadlines and multitask</li> <li>• Outstanding interpersonal skills with an ability to interact with people from all backgrounds and ages with confidence, using tact and diplomacy.</li> </ul>

### 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 [peter.cronin@strawberryhillhouse.org.uk](mailto:peter.cronin@strawberryhillhouse.org.uk)

**Closing date for application:** Wednesday 22<sup>nd</sup> January 2025

**Interviews:** Wednesday 5<sup>th</sup> February 2025