



JOB TITLE : Operations Manager

REPORTS TO : Community Engagement Director (and monthly reporting to the Friends of Castle Green (FOCG) Board of Directors)

MAIN PURPOSE : To manage, promote, and develop the Castle Green Pavilion for community use; manage, promote and develop Friends of Castle Green events, and generate income.

KEY RESPONSIBILITIES AND DUTIES:

- Develop use of Pavilion (e.g. parties, functions, meetings etc.) to ensure income is generated to at least meet the annual income target (on-going)
- Market and promote use of the Pavilion and FOCG events (e.g. through leaflets and posters, press releases after events) (on-going)
- Manage the room booking process from end to end, and liaise with Pavilion users as needed (including the Canoe Centre) (on-going)
- Raise and process invoices including general book-keeping e.g. for hire of rooms/equipment, and ensure suppliers are paid promptly , working with the Finance Director as needed (monthly)
- Manage events (indoor and outdoor) including events promotion and administration (e.g. events licenses, temporary events notices; alcohol license) (on-going)
- Promote and manage all equipment hire as a service, and ensure the service is cost-effective (on-going)
- Work with volunteers and others to ensure production and distribution of the Friends of Castle Green newsletter (quarterly)
- Work with volunteers and others to ensure the website, Facebook Page, and Twitter account are up to date and fit for purpose (as needed)

- Be the prime contact for others working on Friends of Castle Green projects (unless other arrangements are in place), whether paid or volunteer staff, and where needed supervise and direct the work of others
- Liaise and network with stakeholders and other community groups where this will assist the Friends of Castle Green strategic aims (on-going)
- Ensure the Pavilion building and events management arrangements are in place and fit for purpose (including Health and Safety, building user and other policies) (on-going)
- Report regularly to the Board of Directors (monthly or as required)
- Any other duties as may be required, commensurate with the role.

KNOWLEDGE, EXPERIENCE, SKILLS, QUALIFICATIONS

Knowledge / experience	ESSENTIAL / DESIRABLE	TESTED BY
Significant management /administration of a busy facility including room booking, invoicing etc.	Essential	Application / interview / references
Understanding of the voluntary / community sector and working with volunteers	Essential	Application / interview
Events management and administration	Essential	Application / interview /references
Commercially minded	Essential	Application / interview /references
Marketing and promotion including design of promotional literature	Desirable	Application / interview
Supervision of others	Desirable	Application / interview
Project management	Desirable	Application / interview
Qualifications		
5 GCSEs including Maths / English GCSE, or equivalent	Essential	Application

A level standard or equivalent (substantial relevant experience may be considered as an alternative)	Essential	Application
Health and Safety – IOSH Certificate	Desirable	Application
Skills		
Flexible and adaptable (e.g. changing situations, work peaks and troughs)	Essential	Application / interview / references
Excellent organisational skills	Essential	Application / interview / references
Good time and personal management including ability to multi – task and prioritise effectively	Essential	Application / interview / references
Can work on own initiative, a “self starter”	Essential	Application / interview / references
Can work effectively to tight deadlines and under pressure	Essential	Application / interview / references
Excellent interpersonal and communication skills	Essential	Application / interview / references
Can work effectively as part of a team	Essential	Application / interview / references
Computer literate - Word/Excel	Essential	Application / interview
IT qualification	Desirable	Application form
Good written / oral communication skills - is tactful and sensitive to others	Essential	Interview
Can build and maintain effective working relationships	Essential	Application / interview / references
Excellent customer care skills	Essential	Application / interview / references
Creative – e.g. design posters and leaflets etc.	Desirable	Application / interview
Can manage projects effectively	Desirable	Application / interview

HOURS OF WORK, OTHER INFORMATION: Annualised hours; average = 16 hours per week minimum. Must be prepared to work weekends and evenings. Work location – Castle Green Pavilion, Hereford. May be required to travel on occasions for meetings (travel costs reimbursed) inside/outside county. Rate of pay - £12 per hour. A standard criminal records