**JOB DESCRIPTION**

**Operations Manager**

**Reporting to: Senior Events Manager**

**Working Hours: 35 hours per week**

**This role is not a 9-5pm role and flexibility is required to work across weekends and/ or evenings.**

**Salary for role: £32,799**

**Line Manager for: Verger Team; General Assistants; Cleaning Team**

**Background**

Liverpool Cathedral is a world class events venue, delivering anything from small scale conferences and meetings in our Sir Giles Gilbert Scott Suite, to major headline grabbing art installations, from classical concerts or pop gigs, to corporate dinners and exhibitions. Alongside this we have developed a major programme of cultural and public events. The range of activity makes Liverpool Cathedral one of the most exciting places to work for events and operational professionals looking for a challenging and rewarding next step.

# Purpose of the Role

The role of Operations Manager is to manage the day-to-day operational needs of Liverpool Cathedral, provide on the ground support to the Enterprise and Events Team, co-ordinate the Cathedral diary, provide line management of the verger, general assistant and cleaning teams, and to provide specific support to some other designated teams such as the Liturgical team as required on a daily basis..

**Key responsibilities**

## 1. Team management

* Plan and monitor deployment of the operations team staff
* Ensure staff hours of work are recorded accurately for payroll
* Manage holiday entitlement, scheduling outside of festivals and peak times
* Recruitment, induction, management and appraisal of the team
* Support the team’s training and development
* Organise and chair various operational staff meetings

## *2.* Service management

* Triage tasks and projects to ensure they are clearly allocated to the appropriate team member to include preparation, planning and presentation.
* Ensure sufficient support and allocation of appropriate team members at liturgical services.
* Produce rotas for the cleaning, general assistant and verger teams electronically on a weekly basis.
* Keep an operational log.
* Co-ordinate and plan resources for the Cathedral Diary on a weekly basis
* To manage and fulfil room and space booking requests
* To collaborate with all departments to ensure best operational practice.
* Monitoring and continuous improvement of
  + Customer service (internally and externally)
  + Communications by the team and those issued on behalf of others
  + Cathedral physical environment including oversight of housekeeping and maintenance
  + Application of filing, archiving, retention and disposal procedures
  + Application of environmental measures
  + Planning and preparation for staff training and activities held at the Cathedral and at other locations
  + Cathedral systems including IT, telephony, security and other contractor provided services
* Development and implementation of standardised administration systems that apply across departments

## 4. General Operations

* Ensure the Cathedral is always a safe, clean and welcoming space for all
* To support the Cathedral Clergy team with operational and administrative tasks for religious services.
* Work with the clerk of works to maintain high standards of repair, maintenance and cleanliness
* To provide “hands on” support to the verger or cleaning teams where required
* Implement cost control management in conjunction with the Senior Events Manager
* To oversee, manage and keep up to date the Operations budget.

## 5. Health & Safety

* To oversee the application of health and safety best practice, policy and procedure by the verger and cleaning team and to work with the Inspector of Constables to ensure ongoing compliance.
* To adhere to the Cathedral’s Health and Safety policy and procedure as well as any other related laws and to do all that is reasonable to promote care and safety in the fulfilment of the role and in daily working life.

## 6. Safeguarding

* To adhere to the Cathedral’s Safeguarding policy and procedure as well as any other related laws and to do all that is reasonable to promote care and safety in the fulfilment of the role and in daily working life for all who may be vulnerable. This includes a responsibility to remain up to date with your own safeguarding training at the level appropriate to the role.

## 7. To undertake other duties, as may be required from time to time

* To ensure the effective and efficient fulfilment of the role deployment of staff may be adjusted to meet the needs of the organisation within the scope of operations. All operations team members are expected to assist their colleagues and to have a helpful, cross-organisational approach.

**8. To undertake relevant training required to best carry out the role, if required.**

**This job description is a summary of the key areas of responsibility in the job. It is not intended as a definitive statement of job content.**

**This job description will be reviewed periodically, and may be subject to amendment**

# PERSON SPECIFICATION

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| **Attributes** | **Essential** | **Desirable** |
| **Experience** | * Team leadership * Service management including planning, monitoring, review and improvement of services * Administration. Experience must include the following: * Booking, setting up for and clerking for events and meetings * Complex diary management * Maintaining records | * Day-to-day facility and venue   management  tasks   * Working in a 7-day a week operational role. * Working within a complex operational set up. * Setting up and operating liturgical services. |
| **Qualifications and Training** | * The most important requirement for this role is relevant previous experience and a successful track record. | * Qualifications in relevant matters such as HR, IT, project management or leadership. * NEBOSH, (Tech)IOSH or similar safety qualification. |
| **Knowledge, skills and**  **abilities** | * Excellent organisational & administration skills * Highly developed people management & leadership skills, including effective time management, prioritising and delegation * Able to lead a team during busy periods and through complex situations and continue to guide them through collaborative planning * Strong communication & interpersonal skills (written & verbal) * Ability to manage multiple and competing priorities & flexibility to deal with changing priorities whilst keeping an eye on the big picture * Ability to deal with different types of people at all levels in a direct, tactful & diplomatic way * Proficient in Microsoft Office and Outlook * Strong analytical and problem solving skills * Understands what good customer service looks like and how to engender it in a team. | * Knowledge of IT, Telecoms and Data   Management   * Understanding of the operational, and staffing requirements of liturgical services. |
| **Personal qualities** | * A clear thinker with a systematic approach to work * Pro-active, able to work on own initiative and able to spot what other’s might not, and get it done. * Willing to get hands dirty and be part of the team, but abl to say no when necessary * Able to work across the organisation, diplomatic, tactful and effective at building cohesion and collaboration. * Creative approach to work with the ability to inspire creativity in others * A safe pair of hands in whom colleagues will have confidence that they will get the job done. |  |

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| **Work related circumstances** | * To be in sympathy with the work and mission of the cathedral. * Ability to work early mornings, evenings and weekends as required. * The position will require some lifting and manual handling |  |

**Encounter Liverpool Cathedral**

Liverpool Cathedral is a place of spiritual and cultural significance for the city and region of Liverpool. From its foundation in the early part of the 20th century it has existed as community and building built by the people, for the people to the glory of God.

Liverpool Cathedral is more than an iconic Grade 1\* listed building. It’s a vibrant, active place that the people of the city, regions and world encounter in many ways. So alongside those who come for one of our daily worship services, people may encounter us for a gala dinner or a school trip. A tourist may visit us or we could be hosting an awards ceremony or graduations. People encounter us in many ways. But in each way, we hope they encounter a warm welcome and sense of God.

As part of their visit we believe everyone will encounter:

* Inspiring Christian worship
* A breathtaking experience
* A community committed to justice and mercy
* A safe, generous place in joy and sorrow
* A dynamic community of staff and volunteers
* A God who knows and loves you.

Working for Liverpool Cathedral will bring you into a community that seeks to make those encounters happen. You will be someone who can subscribe to, and live out, our values of excellence, dynamic, integrity and inclusive. You will have the benefits of working in a landmark building with colleagues who are serious about the work life balance with generous holiday allowances and access to an Employee Assistance Programme. We have a strong working partnership with the Diocese of Liverpool bringing extra support to our activities.

For more information about Liverpool Cathedral go to [www.liverpoolcathedral.org.uk](http://www.liverpoolcathedral.org.uk)

**Liverpool Cathedral Values**

Our values underpin the culture of working for Liverpool Cathedral, they are:

**Integrity:** This means we act honourably and truthfully and display consistency of character. We show respect to all recognising how we speak and act affects others. We uphold high standards and are accountable for our behaviour.

**Inclusivity:** This means we actively co-operate with one another and value our differences and solve problems by listening and finding solutions together, always treating everyone fairly and promoting participation. We create a culture of warmth and belonging, where everyone is welcome.

**Excellence:** This means we go that ‘extra mile’ and follow through on our commitments and consistently deliver the highest quality of service to all. We demonstrate professionalism and have high expectation of each other being committed to teamwork, sharing knowledge, resources and skills.

**Dynamic:** This means we actively embrace change, welcome progress and display enthusiasm, passion and enjoyment for our work. We are innovative, open minded and willing to adapt; and we use our drive and commitment to energize, engage and inspire others.

## Diversity

We understand the benefits of employing individuals from a range of backgrounds, with diverse cultures and talents. We aim to create a workforce that:

* values difference in others and respects the dignity and worth of each individual
* reflects the diversity of the nation that the Church of England exists to serve
* fosters a climate of creativity, tolerance and diversity that will help all staff to develop to their full potential.

We are committed to being an equal opportunities employer and ensuring that all employees, job applicants, stakeholders and other persons with whom we deal are treated fairly and are not subjected to discrimination. We want to ensure that we not only observe the relevant legislation but also do whatever is necessary to provide genuine equality of opportunity. We expect all of our employees to be treated and to treat others with respect. Our aim is to provide a working environment free from harassment, intimidation, or discrimination in any form which may affect the dignity of the individual.

## Standards of Behaviour and Conduct

Staff are expected to act at all times with due consideration for others and in a manner befitting their position as employees of the Church and as professionals, whatever their job.