

Operations Manager

Stratford-upon-Avon

Full time - Permanent

Responsible for delivering excellent visitor experiences and for developing a sustainable operating model of visitor and revenue growth, ensuring the protection of Shakespeare's Schoolroom & Guildhall's reputation through appropriate compliance with various internal and external policies.

Main Duties and Responsibilities:

- To deliver memorable visitor experiences by achieving operational excellence at Shakespeare's Schoolroom & Guildhall.
- To manage the admissions ticketing system and monitor sales.
- To manage the retail operation, overseeing the purchase of stock and monitoring sales.
- To ensure that all visitor services within the building run smoothly, including information provision, visitor flow management, cleaning and liaison with outside contractors.
- To recruit, train and manage volunteers.
- To oversee the AV system in the building.
- To share weekend Duty Manager responsibilities as required.
- To ensure the protection of Shakespeare's Schoolroom & Guildhall's reputation through appropriate compliance with fire, security, Health and Safety, and emergency policies.

Person specification:

- Experience of leading and managing cultural heritage organisations.
- Experience in developing operational models for revenue and visitor growth.
- Experience and application of managing budgets and funding streams within the public and charity sector.
- Experience in management for retail operations including stock monitoring and sales forecast.
- Experience in people management including training and recruitment.
- Passionate about working with cultural heritage and charity organisations
- Innovative and proactive approach
- Ability to work with cross-functional teams to achieve a common goal

Reporting to:

General Manager

Salary: £25-30k per annum

Hours: 35 per week – applicants will need to be flexible around this

Benefits: Auto-enrolled pension and others, please ask upon application

Holiday: 25 days plus statutory Bank holidays