

## **Operations Manager (Full-Time), Maryhill Burgh Halls, Glasgow**

### Maryhill Burgh Halls

Maryhill Burgh Halls is an historic landmark building in North Glasgow. The listed 19<sup>th</sup> century façade wraps round a modern interior following the building's comprehensive restoration and reconstruction completed in 2012. The Halls are owned and operated by Maryhill Burgh Halls Trust (MBTH), a registered charity. The Trust operates the building for two principal functions:

- Event space - for heritage & art exhibitions, community activities and events as well as for private event hire.
- Business centre with business tenancies (providing the finances to support the overall operation)

The accommodation includes:

- Historic Burgh Hall (210sqm)
- Garden Room with serveries and kitchen (150sqm)
- Business Space – (1,400sqm – divided into 12 discrete business units)
- Music studios (150sqm)
- Day Nursery (250sqm)
- Meeting room (15sqm)

The Trust has combined with partners and individuals over the years to deliver multiple exhibitions and events relating to the local social history of Maryhill and the in relation to arts and culture projects generally. The Halls has a collection of local historical artifacts on display as well as stained glass widow sections displaying the historical trades of the area. Volunteers show visitors around the building and, in particular, into the main Hall, still demonstrating its original architectural features.

The Halls has a fully fitted café kitchen which ceased operations in the summer of 2024 due to financial constraints, but which still has the capacity to support the delivery of multiple social objectives.

The hiring of the Hall includes a multitude of events, from weddings, parties, etc to children's dance classes and orchestral rehearsals.

### Job Summary

The key role of the Operations Manager is the delivery of the Trust's remit as a charity, social enterprise and cultural heritage organisation and developing and growing the charity both in terms of its social and cultural impact.

The Operations Manager will report to the Trust board.

## Key Tasks

### Strategic Leadership

- Work closely with the Board to ensure that MBHT has a long-term strategy and clear delivery plans relating to its objectives for social and cultural value.
- Provide strong, effective and visible leadership and drive in the delivery of MBHT's strategic objectives
- Lead and develop the MBHT operations team (staff and volunteers).
- Fostering relationships within MBHT's stakeholders and maintaining strategic alignment with sponsors, key partners and supporters.

### Managing the Outputs of the Trust

- Space Hire Management – ensure the development and operation of optimal strategies, policies, pricing and operational management of space hire to optimise their value, balancing social value with economic value.
- Management of Volunteers – ensure the management and development of the volunteers to optimise their function and contribution and to allow MBHT's volunteer programme to have a social value of itself.
- Merchandising Management – ensure the sourcing, display and selling of appropriate merchandise.
- Exhibition Management – stimulate, facilitate, support and develop a programme of appropriate exhibitions to vitalise the Halls and demonstrate its social and cultural value.
- Museum Collection Management – develop and implement a strategy to enhance the Maryhill Museum experience
- Heritage & Community Event Management – ensure the maintenance of a lively programme of heritage, cultural and community events, leveraging network connections and available funding sources as much as possible.
- Development of strategic marketing and communications policies and specific campaigns, including the management of websites and social media
- Collaborate with Building Facilities Manager in regard to the presentation of the building, seeking ways to enhance its visibility, accessibility and utility and otherwise to support the Trust's objectives and its operations.
- Collaborate with Building Facilities Manager in regard to the utilisation of the caretaker(s) with respect to set-up and take-down of events, security during out-of-hours operations etc.
- Manage the Premises Licence and secure and maintain a personal Liquor Licence to allow licenced events to operate within the Halls.
- Manage the event catering systems and processes to optimise outcomes for the event-hire business.

### Financial and Funding

- Grow income from commercial sources to invest in an expanded social, cultural, heritage and arts programme
- Ensure accurate financial accounting and management in all operations.
- Prepare budgets and management accounts for all operational activities

- Pursue all appropriate funding sources to support development and implementation of operational activities.
- Collaborate with Building Facilities Manager to source funds for the building fabric justified on heritage, cultural or other grounds.

#### Governance and Risk

- Ensure full statutory compliance and best practice in relation to all operational activities
- Ensure effective operation, maintenance and development of software and technology infrastructure in support of operations.
- Ensure optimal policies and procedures are in place for all operational activities.
- Diligently support the Board, ensuring transparent and timely reporting of progress against the business plan, changes/developments in the business environment, and management of governance and risk
- Support the Board in the exercise of its legal, financial and other responsibilities, following Charity Commission requirements and current legislation

#### Person Specification

You will be from an event or venue or general management background or have relevant operational experience in hospitality or the arts, or you may be from a programme or complex project management background. You may have relevant academic qualifications, and you will be up to date with relevant health & safety legislation and statutory compliance.

You will have strong and demonstrable acumen in business and financial management.

You will have a reasonable understanding of community development and of arts, heritage and culture activities.

It is essential that you are highly numerate and IT literate with the capability to develop and manage operational budgets.

You will have excellent communication skills, written and verbal, and the ability to negotiate with others.

You will be experienced in on-line marketing and the related use of web and social media

You will be used to working both, on your own initiative and as part of a team.

You will have the ability to balance a diverse workload, prioritise tasks, plan effectively and meet deadlines.

The job will involve being present and hands-on at multiple events and activities and will require a reasonable level of personal fitness and health.

### Package

The post offered is full time. It is expected that the Operations Manager role will be performed on the basis of a standard 35 hours (excluding breaks) Monday to Friday week but with variations to accommodate important evening and weekend events for which relief cover is inappropriate or unavailable.

A salary of circa £38,000 is proposed.

The package includes an employer pension contribution of 6%

### Applications

Please submit a curriculum vitae outlining your relevant skills, experience and qualifications together with a covering letter setting out why you are interested in the role to

MBHT 12/12/24