



Developing Slough's creative future

### Job Description

**Job Title:** Operations Manager, HOME Slough

**Salary:** £28k -£30K based on experience, plus 5% p.a. pension contributions.

**Hours:** 35 Hours a week. Full time on a fixed term contract until 31 December 2021. The post will involve working on some evenings, weekends and bank holidays.

**Holiday Entitlement:** 25 days per annum.

**Closing date for applications:** 5pm on 8 January 2021

**Interviews date:** Last week in January. 1<sup>st</sup> week February 2021 (Subject to confirmation)

**Reporting to:** HOME Slough Director

**Employer:** Slough CVS (Lead Partner) on behalf of HOME Slough Consortium

**Responsible for:** the operational management of HOME on the High Street and systems and policies for the effective delivery of HOME Slough's Creative People and Places (CPP) Project.

**Start:** Immediate start/as soon as practical

**Place of Work:** Based at HOME on the High Street, central Slough area with outreach work across the town including remote working.

### Introduction

[HOME Slough](#) is seeking an individual who is passionate about building strong communities, and who shares our vision of seeing more people in Slough enjoying and leading fantastic arts experiences across the town. We are looking for someone with excellent planning skills, a multi-tasker with experience of managing a venue as well as the operation and evaluation of a large, complex project. This role is essential in the successful delivery and evaluation of the HOME Slough project, the post-holder will work with all members of the team and take an externally facing role when managing our pop-up creative space on the High Street in Slough. HOME Slough is about more people choosing, creating and taking part in brilliant art experiences in Slough. Our mission is to:

- Get more people to experience the arts
- Empower residents to make their own events happen
- Increase the range and quality of the art that comes to Slough and is made here
- Support the artists who are here
- Build partnerships with national and international organisations to help us

- Support the growth of the town's cultural infrastructure and shape its future.

Our aim is to revitalise the arts in Slough, providing new and innovative opportunities for people to both experience and express creativity. We support all types of creative activities, exhibitions, workshops and performances across theatre, film, dance, music, poetry and visual art. We want to make our town a more vibrant and creative place to live, work and visit. Our programme has three strands that inter-connected and each strand tests different ways in which the project will engage with the community.

- HOME on the High Street – a creative pop up space in the centre of the high street that we share with the community
- Festivals Development – supporting local Festival development through arts and culture
- HOME Foundations – building cultural capacity for communities and artists

We are an action research project which means we like to take risks, reflect on what worked and what didn't, gather evidence and share our learning widely. We are part of the [Creative People and Places Programme](#) initiated and funded by Arts Council England through the National Lottery. There are 33 independent projects, each located in an area where people have traditionally had fewer opportunities to get involved with the arts. Creative People and Places projects have reached over 1.2 million people, 90% of who do not regularly engage in the arts.

### **The Role of the Operations Manager**

You will take lead responsibility for the operational management of 'HOME on the High Street', a creative pop-up space based in the centre of town. The venue must operate all year-round, so the you will be responsible for keeping it in good working condition not only during activities or a performances, but on off days and nights as well. You will support artists, community groups and local organisations to use the venue and ensure clear information and systems are in place and help create transparency and efficiency for the project. You will also support the effective delivery and independent evaluation of the HOME Slough project, help to prepare reports to our funders and external evaluators and play a key role in ensuring that our systems and processes align with those of our accountable body, Slough CVS.

### **Responsibilities**

The Operations Manager will:

- Assist in planning, production and execution of events hosted at HOME on the High Street (the venue), online and across the borough.
- Oversee all operations at the venue, including the oversight of all procedures, the set up and take down of events and the troubleshooting of any problems.
- Manage the venue's booking system and event calendar and interact with individuals, artists and community groups to bring events into the venue.
- Be responsible for the management and monitoring of the programmes annual budget. You will be expected to keep abreast of all costs and revenues that affect the

way that the programme and the venue operates and use periodic financial updates to readjust operations where necessary.

- Support the Programme's Director in managing external relations with the project's independent evaluators (Audience Agency).
- Lead on the collection, analysis and interpretation of participant/audience feedback collected across four strands of the project.
- Oversee the input and processing of data within the organisation's, Audience Finder's and Art Council England's databases, ensuring all data is held in accordance of GDPR.
- Work with the Director to support HOME Slough's Consortium, including preparation for meetings, agenda development, report and minute writing, and the monitoring of follow up activities.
- Commit to Slough CVS' Equality and Diversity Policy.
- Undertake any other duties commensurate with these responsibilities as management may require from time to time.

## **Person Specification**

### **Essential Experience, Skills and Abilities**

- Experience in a planning, managing and coordinating events
- Project management experience
- Experience of implementing and managing an evaluation framework
- Strong data entry skills and a familiarity with data analysis and evaluation principles
- Strong written, verbal and interpersonal communication skills
- Strong planning, budget management and organisational skills
- Strong attention to detail, even in highly ambiguous and fast paced environment
- Ability to prioritise and handle multiple assignments at any given time while maintaining commitment to deadlines
- Ability to react with appropriate levels of urgency to situations and events that require quick response or turnaround
- High levels of integrity and discretion in handling confidential information
- Positive, proactive and able to problem solve and exercise own judgment
- Ability to think independently as well as working well within a team and with various key stakeholders
- Strong IT skills, including Microsoft Outlook, Microsoft Word, Microsoft Excel Microsoft PowerPoint, One Drive and SharePoint
- Flexibility and can-do attitude.

### **Desirable Experience, Skills and Abilities**

- Building Estate Management
- Stakeholder Management
- Valid DBS certificate (Enhanced Level)

### **Diversity**

It's important that our staff reflect the communities we serve so we take diversity seriously. Slough has a rich and diverse cultural identity which we want to promote and

support in all areas of our work. Working with a range of individuals, we believe that access to a variety of personalities, skills and outlooks enables us to truly represent Slough's cultural identity. Whoever you are, whatever your background, you can play your part.

To apply please send the following information by email to [enquiries@sloughcvs.org.uk](mailto:enquiries@sloughcvs.org.uk) by **5pm on 8 January 2021**.

- CV
- Covering letter, indicating how your experience and expertise match the role and what interests you about the role (max. 2 sides of A4)
- Two referees, one of which should be an employer, who you would be happy for us to contact before confirming any appointment (this would be after the interview)
- A completed [Equal Opportunities form](#)

We want to make all opportunities at HOME Slough accessible to anyone who wants to apply. If submitting a written application is not the best way to tell us about your skills and experience, please let us know and we will discuss your needs with you. We can accept your application in a variety of ways:

- Video
- Recorded audio
- Dictate your application to us over the phone

If you wish to apply in any of these ways, please contact us at [enquiries@sloughcvs.org.uk](mailto:enquiries@sloughcvs.org.uk) before the application deadline.

If you would like to talk to someone before applying please send an email to [enquiries@sloughcvs.org.uk](mailto:enquiries@sloughcvs.org.uk) and we will give you a call.

To keep us all safe and well during the COVID 19 situation online interviews will take place on Zoom.

All applicants will hear from us with the result of their application but unfortunately, we are not able to provide individual feedback if your application is not successful.