



# the Charterhouse

<b>Job title:</b>	Director of Operations
<b>Working hours</b>	Full-time, 35 hours per week exclusive of meals, with occasional evening, weekend and other planned and ad hoc on-site cover work as required.
<b>Salary</b>	£55,000 - £60,000 per annum based on a full-time role.
<b>Location</b>	The Charterhouse, Charterhouse Square, London, EC1M 6AN.
<b>Duration</b>	Permanent.
<b>Reports to</b>	The Master/CEO.
<b>Responsible for</b>	<p><b>Operations and estates – including:</b></p> <ul style="list-style-type: none"> <li>• Full day-to-day operational principal-site management of a busy historic multi-occupancy site – inclusive of care facilities.</li> <li>• UK-wide commercial estates and property advice and hands-on management, inclusive of the above historic estate.</li> <li>• Supporting operational service provision to site users through effective and efficient site management.</li> <li>• Visitor/museum and learning centre leadership and management.</li> </ul>
<b>Job Purpose</b>	<p>The purpose for a new Director of Operations role includes:</p> <p><b>Operational site management:</b></p> <ol style="list-style-type: none"> <li>1. Delivering slick and successful operational management of a busy multi-occupancy historic site with embedded hospital/care facilities and other commercial and residential usage - in line with our charitable objectives and charity compliance requirements etc.</li> </ol> <p><b>A commercial and business approach to operations:</b></p> <ol style="list-style-type: none"> <li>2. Delivering the Charity’s property and operations strategy and plan - including for its principal historic site and environment.</li> </ol> <p><b>A ‘site-relevant’ approach:</b></p> <ol style="list-style-type: none"> <li>3. Delivering day-to-day operational management for a busy multi-occupancy site and a busy Estates Team .</li> <li>4. Delivering the Charterhouse conservation plan and heritage activities including the museum. The postholder will champion heritage at a strategic level and identify opportunities to maximize our potential in these areas.</li> </ol> <p><b>Broader experience relevant to the role:</b></p> <ol style="list-style-type: none"> <li>5. Upon further review and consideration, the successful candidate may also be asked to act as Deputy Master/Deputy CEO in</li> </ol>

	collaboration with other Directors and Heads of Department as required.
<b>Role description:</b>	<p><b><i>Operational site management:</i></b></p> <ol style="list-style-type: none"> <li>1. Hands-on day-to-day management and leadership of the Charterhouse ‘inside the walls’ site operations and the site management team(s).</li> <li>2. The ability to recommend, on an ongoing basis, further improvements to site operations and management, to budget, in line with the charity’s core aims and objectives, to achieve effective support for all site-users together with ever-increased cost effectiveness, slickness and utility.</li> </ol> <p><b><i>A commercial and business approach to operations:</i></b></p> <ol style="list-style-type: none"> <li>3. Recommendations to the Master and Governors in updating relevant site plans on an ongoing basis as developing commercial and business requirements dictate, balanced with the charity’s objects and need for sustainability over the medium, long and very long term.</li> <li>4. Thorough and commercial - as historically-relevant to the Charterhouse - insightful understanding and ‘ownership’ of the Charterhouse’s estates strategy and operations. This includes designing strategy for approval by the Master and Governors and monitoring, reviewing and reporting to the Master and Governors against formalised strategic and operational business-focused property portfolio plans and accountability against agreed business objectives – inclusive of full investment appraisals (in consultation with the Head of Finance).</li> <li>5. Strategic <b>and</b> operational oversight of the property portfolio. This includes arrangement, active management, monitoring and review of property advisor relationships, ensuring they deliver on our expectations against our objectives. This includes regularly reviewing and re-negotiating current service agreements to ensure the charity receives the best service at the best price; acting as ‘intelligent customer’ on behalf of the Master and Governors.</li> </ol> <p><b><i>A ‘site-relevant’ approach:</i></b></p> <ol style="list-style-type: none"> <li>6. Act as the lead site operations manager during the working day to ensure the smooth day-to-day running of the site; this includes ensuring that the Estates Team runs efficiently, effectively and within budget.</li> <li>7. This includes making and implementing considered recommendations for maintaining and developing the constituent elements that make up the full Charterhouse estate.</li> <li>8. Develop, recommend and implement (including efficiencies - both operational and budgetary) the site’s master plan to better serve the charity’s needs as relevant to its principal site and charitable objects.</li> </ol>

	<p>9. Completion of a full review and set of recommendations regarding Facilities and Maintenance teams to ensure that we have the right structure, capabilities and systems for our long-term needs, that risk is controlled, and that F&amp;M risks are fully managed. Upon sign off by Master and Governors, implement the review.</p> <p><b>Broader experience relevant to the role:</b></p> <p>10. Responsibility also for:</p> <ul style="list-style-type: none"> <li>• Catering; working with Exec Chef to upgrade kitchens, offer for Brothers and private functions.</li> <li>• Oversight of museum and heritage activities which includes the learning programme, collections care, retail and tour offer, high quality visitor experience and volunteer programme.</li> <li>• Gardening; exploiting this valuable resource further.</li> <li>• Exploiting Information Technology to better serve the charity; This involves occasional evening work and overnight stays (around 10 overnight stays per year) and may involve standing in for the Master on occasions as required in due course.</li> </ul>
<p><b>Person Specification:</b> <b>Essential</b></p>	<p><b>Operational site management:</b></p> <ul style="list-style-type: none"> <li>• Relevant qualification to degree level and/or significant track record in operational estates management or equivalent area(s).</li> <li>• Proven track record of managing and delivering agile, cost-effective and user-friendly operational service provision across a range of support functions within a public and/or listed building setting. Outstanding negotiation and interpersonal skills. Operational leadership and management expertise of a busy site inclusive of: <ul style="list-style-type: none"> <li>○ Care facilities</li> <li>○ Residential</li> <li>○ Commercial</li> <li>○ Visitor and museum</li> <li>○ On-site service scoping, provision and delivery</li> </ul> </li> </ul> <p><b>A commercial and business approach to operations:</b></p> <ul style="list-style-type: none"> <li>• Demonstrable relevant commercial knowledge and track record across a range of operational and commercial site and property matters.</li> <li>• Excellent analytical capabilities and working knowledge of relevant London and UK property markets, including how to comply with all regulatory and procedural requirements.</li> <li>• Strategic <b>together with</b> hands-on operational and commercial capabilities, track record and talent in an estates environment.</li> <li>• Technical capabilities and experience of commercial lease, negotiation, contractor operations and estates project management.</li> </ul>

	<ul style="list-style-type: none"><li>• Proven experience of working in a heritage setting and Demonstrable understanding of the provision of a high quality visitor experience</li></ul> <p><b><i>A 'site-relevant' approach and broader experience relevant to the role:</i></b></p> <ul style="list-style-type: none"><li>• Excellent interpersonal and communication skills with the ability to communicate with a broad range of stakeholders both internally and externally.</li><li>• Strong leadership and collaborative team/people management capabilities. Able to build, maintain and optimise relationships with tenants, advisors and consultancies.</li><li>• A pro-active problem-solver committed and tenacious in delivering ever-better outcomes, and going the extra mile to find impactful solutions. Plenty of drive and initiative.</li><li>• Very organised and a creative planner in regards to property, estate and operational matters.</li><li>• IT literate with a clear working understanding of current relevant legislation including health and safety matters,</li></ul>
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