



NORTH CRAVEN
BUILDING PRESERVATION
TRUST

ROLE PROFILE

- Title:** Operations Manager
- Hours:** Full-time (37.5 hours a week) to include regular evening and weekend working
- Term:** Initial 12 month Fixed Term Contract
(with a possibility of extending following review)
- Remuneration:** £17,745 - £20,475 per annum (depending upon experience)
- Reporting to:** Chairman of the North Craven Building Preservation Trust (NCBPT)
- Support from:** Heritage Development Officer
Coffee House Manager
Volunteers
- Background:** This is a new role

Role Purpose

As Operations Manager it will be your job to ensure the smooth day to day running of The Folly, Settle's House of Mystery. The Folly is Settle's only Grade 1 listed historic property and dates from the 17th century. This unique attraction incorporates the well-renowned Coffee House, an Artisan's Gallery, Museum of North Craven Life and Exhibition Galleries.

The Folly is currently in the process of delivering an HLF Project to improve the visitor experience and to engage more people in understanding our heritage. One of the main purposes of this role is to support the Heritage Development Officer in improving the overall operations in line with the experience, by cultivating an ethos of efficiency and quality of presentation in all that we do. There will be a great deal of autonomy in this role. This is a new position offered initially on a 12-month fixed-term contract.

Reporting to the Chairman, this is a very hands-on and diverse role, with responsibility for the day to day running of all operational aspects of The Folly (excluding the Coffee House, which has a Manager in post) and an opportunity to influence the future commercial direction of the property. This is a challenging and rewarding role too, that involves both administration and front of house duties, as well as duty management and key-holder responsibilities.

Duties and Responsibilities

- Effectively manage The Folly including the efficient delivery of events, workshops, meetings and day to day operations
- Manage the volunteer rota to ensure that the front of house (not including the Coffee House) is appropriately staffed for all events, activities and during regular opening hours
- Manage the team of volunteers and assist the Heritage Development Officer in their recruitment, training and development

- Oversee the Retail operation at The Folly and liaise with makers, place orders and undertake efficient stock management procedures, effective visual merchandising and management of the EPOS system
- Manage and promote Meeting Room bookings. Ensure that the Meeting Room is set-up and well-presented and that the hirers have all of their requirements met
- Ensure adherence to all policies and procedures including managing Health & Safety and Fire Risk Management as well as the Disaster Management Plan and Salvage. Undertake regular risk assessments and report any risks effectively
- Assist in devising new procedures for day to day tasks and instructing the team of both paid staff and volunteers to ensure that they are carried out appropriately
- Consistently review operations to identify any problems, concerns, and opportunities for improvement
- Assist the Heritage Development Officer in the installation and de-installation of exhibitions and the setting up and taking down of events
- Manage the daily and cyclical maintenance of The Folly, ensuring that contractors are managed whilst on site and that The Folly is presented to the highest standards of safety and cleanliness
- Create a positive visitor experience by delivering a high level of service and ensuring all team members engage with visitors to understand their needs and exceed expectations
- Work with the Coffee House Manager to ensure that standards in food quality, safety, and cleanliness are exceeded
- Solicit guest feedback to understand the needs and wants of customers
- Any other duties, which may be appropriate to the effective operation of The Folly

Skills and Attributes

(E = Essential, D= Desirable)

- A minimum of one year's retail experience including use of EPOS systems and cash handling (E)
- A minimum of two years supervisory or management experience within visitor attractions, hospitality or retail industry (E)
- Two years Customer Service and Front of House experience (E)
- A track record in training and leading by example (E)
- Sound knowledge of Health and Safety and Fire Safety Legislation (E)
- Excellent communication and interpersonal skills (E)
- Tact and diplomacy (E)
- Numerical and financial ability (E)
- Previous customer- facing experience (E)
- Excellent time management skills (E)
- Ability to lead and motivate others (E)
- Must be able to take direction but to also work well under own initiative (E)
- Sound knowledge of Food Hygiene Legislation (D)
- Experience working in a historic building or museum (D)
- Experience organising and managing events (D)

THE ORGANISATION

The North Craven Building Preservation Trust is a registered charity whose charitable objects are to:

- A) preserve the built heritage in and around North Craven which is of particular beauty or historical, architectural or constructional interest; and
- B) acquire, preserve, document, interpret and make accessible exhibits, objects and collections relating to the social, agricultural, industrial and built environment of North Craven through the provision of a museum service for the purpose of educating and informing the public.

The Trust seeks to acquire and preserve important heritage buildings if there is no prospect of the building being acquired by a private developer. Having acquired a building, we will seek to raise funds to preserve it with a view to using it for our own purposes, leasing it or selling it to free funds which can then be used to acquire further buildings.

THE FOLLY

The Folly is a striking and impressive 17th century Grade I listed building close to the centre of the market town of Settle. The Folly is Settle's finest building and is of outstanding architectural importance.

It was built in the late 1670s by Richard Preston, a wealthy Settle lawyer. Standing by the old main road into the town, the house was undoubtedly built to make an impact.

Throughout its life The Folly has been a family home, farmhouse, bakery, warehouse, furniture shop, refreshment rooms, fish & chip shop, bank, salvage business and holiday let.

Today, you can visit The Folly and explore local history in the Museum of North Craven Life, enjoy a delicious drink, home baked cake or lunch in our Coffee House, take part in a year-round programme of events and exhibitions and buy work by local craft makers and artisans in our Gallery.

HOW TO APPLY

Please forward a copy of your CV plus a covering letter, outlining your suitability for the role. Please include any relevant experience, skills and knowledge. Your covering letter should be no more than two sides of A4.

Applications should be emailed to: mcookson-carter@ncbpt.org.uk

Or posted to:

Mel Cookson-Carter (Heritage Development Officer)
The North Craven Building Preservation Trust
The Folly, Victoria Street
Settle, North Yorkshire
BD24 9EY

Closing date: **Friday 29 March 2019 4:00pm**