



OPERATIONS AND BUSINESS MANAGER – THE FOLK of GLOUCESTER

Gloucester Civic Trust Limited is looking for a motivated and organised Operations and Business Manager to manage the Folk of Gloucester's key organisational functions and contribute to the long-term growth of the charity. This is a great opportunity for someone looking to apply and develop the skills, and experiences required to progress to larger charity roles in the future within a supportive and friendly small charity environment.

JOB SUMMARY

- Contract type: Permanent
- Start date – Approximate 1st April 2025
- Salary: Up to £30k per annum for 5 days (37.5 hours) weekly. Monday – Friday with some Saturdays. Flexibility and the availability to work some evenings and/or weekends are essential. On occasion it may be necessary to work on Public Holidays

Holidays: 20 Days per annum plus 8 Public Holidays. (* An alternative day will be recognised where any of these days fall on a Saturday or Sunday and where Saturday or Sunday are not part of the normal working week)

- Location: The Folk of Gloucester, 99-103 Westgate Street, Gloucester, GL1 2PG. There is no option for home working and the position is not suitable for job share.

THE CHARITY

Gloucester Civic Trust Ltd exists to stimulate public interest in the City's heritage and architecture, and secure the preservation, protection, development and improvement of features of historical interest. At The Folk we operate a Community Heritage Centre, hosting community activities, events, exhibitions and a modern office letting space, while celebrating our large Tudor buildings' historical features. Funding is generated through space lettings, our small café, tours of the buildings and attendance at events.

We work with community groups, musical societies, literary groups and historical societies alongside the Trust's own membership currently consisting of almost 700 very enthusiastic and interested members, many of whom volunteer their services in various roles.

ABOUT THE ROLE

The O&BM role is a key member of the senior management team, reporting to the CEO. This role is hands-on and will assist the CEO by facilitating the financial well-being of the charity, financial and commercial strategy, building maintenance and day-to-day operational excellence.

Responsible for café duty workers and a team of volunteers, the role requires an experienced and effective leader, with outstanding financial ability, able to lead across both operational and strategic spheres.

gloucestercivictrust.org

Gloucester Civic Trust Limited.
Company Registered in England & Wales
Reg No. 01078805 Charity No 264719
Registered Office: Bishop Hooper House,
99-103 Westgate Street, Gloucester GL1 2PG

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 Heritage Fund

The overarching purpose of the position is to work with the CEO in defining the financial and operational strategy of the Folk, and then to implement it, thereby enabling the charity to deliver its charitable objects.

WHO IS THIS ROLE FOR?

The role will suit someone with a willingness to learn, who has proven experience of identifying and successfully addressing strategic commercial issues in organisations. You will have demonstrable experience of developing and implementing new commercial models and will assist the CEO in the successful conduct of contractual negotiations. Experience of identifying and implementing business change management is desirable as is proven skills in the management of a dispersed group of staff and volunteers, leading and supporting them to achieve agreed goals. The Operations and Business Manager is responsible for ensuring that all visitor facing activities are completed to the highest possible standard. The visitor experience is a paramount consideration of this role, ensuring that all our visitors receive exceptional customer service. Working closely with the CEO, this role will help to expand the group and educational bookings at site; and assist in running an events programme linked closely to the collection and any temporary exhibitions, to encourage repeat visits and increase visitor footfall, specifically during the quieter periods.

MAIN DUTIES

- Performance reviews will be based on delivery against targets which are to be agreed..
- Ensure the optimum position for The Folk with regard to income, and costs, assisting the CEO to deliver the commercial and financial strategy, leading the implementation of operational, commercial, business and pricing strategy and: -
 - To ensure The Folk is a model of operational excellence, providing inspirational experiences and delivering our charitable objects.
 - Ensure the best possible operating position for The Folk regarding income,
 - Lead on the building maintenance, security, health and safety. The Folk buildings are a mixture of Grade 2 and 2* Listed and more recent buildings. An understanding of the complexities of their maintenance and care is essential.
- As a senior member of the Folk Management Team, contribute to the development of the organisation’s strategy for achieving its charitable objects, and helping to foster the unique spirit and ethos of Gloucester Civic Trust.
 - To work on strategic and tactical issues facing the charity, alongside the CEO and the board of trustees.
 - To contribute to and have responsibility for Gloucester Civic Trust’s policy and practice on the identification and management of risk and ensure its compliance with statutory and other regulations.
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Business Management and Operations	Strategic and Commercial
<ul style="list-style-type: none"> ○ Oversee the operational running of the Folk’s café team and ensure optimal performance and profitability 	<ul style="list-style-type: none"> ○ Develop an excellent understanding of The Folk’s financial and commercial position – both current and future – to inform future planning

<ul style="list-style-type: none"> ○ Ensure The Folk’s customer care is second to none, and that it seeks to improve customer experience while remaining true to the spirit of The Folk. ○ Health and Safety ○ Room/Space Bookings– working with existing customers and new for an excellent hiring experience ○ Assist the team in designing and co-ordinating a community activity programme ○ Manage the Folk tours alongside the events manager ○ Be responsible for smaller commercial aspects of the organisation such as the small shop and the bar ensuring optimal performance 	<ul style="list-style-type: none"> ○ Identify opportunities to improve the charity’s financial position through increased income generation or operating efficiencies, while maintaining The Folk’s high standards in all respects. ○ Contribute to and help lead on The Folk’s commercial and business strategy, including pricing strategy. ○ Work with the CEO to make regular reports to the trustees and Finance committee on the organisation’s financial performance ○ Help foster a productive, dynamic and supportive culture, keeping true to our charity’s founding goals and spirit
<p>Volunteer Supervision</p>	<p>Security</p>
<ul style="list-style-type: none"> ○ Assist the CEO with regular volunteer training, feedback sessions and volunteer appreciation. ○ Work with the volunteer coordinators to ensure effective and safe use of volunteers in all areas of the business ○ Responsible for volunteer rotas and daily comms. 	<ul style="list-style-type: none"> ○ Responsible for out-of-hours emergency response (on a rota basis) ○ Key-holder ○ Duty Manager responsible for ensuring daily procedures are followed ○ Be able to deputise for the CEO when necessary
<p>Financial Management and Planning</p>	<p>Risk</p>
<ul style="list-style-type: none"> ○ Support the CEO with the preparation of the annual budget and budget forecasts and support the CEO in gaining the Trustees’ approval. ○ Ensure the correct processes and relationships exist to enable projects to be delivered on time and on budget. ○ Continually review business processes and operating practices to improve efficiency within the organisation. ○ Work to ensure we make the most of the people within the Folk, including our widespread and diverse workforce in the field, that they are motivated and empowered to achieve our charitable aims, 	<ul style="list-style-type: none"> ○ Lead on Risk Management within the Folk, including overseeing organisational risk. ○ Contributing to the Folk risk register and reporting any slippage or new risks to Trustees and the Governance & Risk Management Committee’

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ● 5 GCSE's A-C 	<ul style="list-style-type: none"> ● A degree in building maintenance or event- related studies
Experience	<ul style="list-style-type: none"> ○ At least 2 years' work experience in a visitor facing role ○ Proven excellence in management of operational staff, leading and supporting them to achieve agreed goals. ○ Demonstratable experience of cash management and stock taking ○ Experience gained in a Duty Management position with experience of supervising volunteers ○ Experience in health and safety and building maintenance. 	<ul style="list-style-type: none"> ○ Work experience gained in a heritage environment ○ A food safety certificate ○ Experience of undertaking compliance checks (weekly fire tests/water tests etc) ○ Experience gained in an out of hours emergency response role ○ Experience in Not for Profit / Charity Sector is a plus. ○ Understanding of business functions such as HR, Finance, IT etc
Skills & Knowledge	<ul style="list-style-type: none"> ○ Able to think strategically, with creativity grounded in pragmatism. ○ Ability to work independently ○ Confident to make quick decisions ○ Can handle a fast-paced working environment at peak times 	<ul style="list-style-type: none"> ○ An understanding of Gloucester's medieval and later history ○ Working knowledge of data analysis and performance/operation metrics.

APPLICATION

Please write explaining your interest in the role and email it with your CV to:- chairman@gloucestercivictrust.org . Applications close on **28th March 2025 CV-only applications will be disregarded.**

Successful candidates will be asked to complete the attached Application Form and invited to interview. First round interviews will be held in person at The Folk of Gloucester on **Week beginning 31st March 2025**. Second round interviews will run the following week, in person. We want all our team members to feel supported and listened to. We are happy to discuss any adjustments to the application process or role that you may require. For more information, please email chairman@gloucestercivictrust.org

ABOUT US

Gloucester Civic Trust was founded in 1972. Since acquiring the former Gloucester Folk Museum from Gloucester City Council initially on licence, in 2019 our activity has grown rapidly and continues to do so. In 2019 we had one part-time staff member, trustees and a small number of volunteers

Today, at The Folk, we're a team of seven staff, and a core group of approximately 40 volunteers. We support a wide range of activities, events and community groups. We have completed over £400,000 worth of repairs and improvements to our buildings, mainly but not exclusively through grant support. Further grants have already been approved and an exciting programme of work is expected to begin during the coming months.

The Trust also operates the City's Tourist Guided Walks Scheme with a team of sixty badged and qualified guides, a small heritage centre in the centre of Gloucester, and sits on numerous Council and other groups to give and receive advice. We aim to continue to refine our programme and increase our impact in partnership with other charities in the sector.

To help us fulfil these aspirations, we're seeking a dynamic individual who wants to be part of a successful small charity who can help shape our future growth.

WORKING AT GLOUCESTER CIVIC TRUST LTD

All permanent and contracted staff at Gloucester Civic Trust receive

- 20 days paid holiday, pro-rata, plus 8 bank holidays (* An alternative day will be recognised where any of these days fall on a Saturday or Sunday and where Saturday or Sunday are not part of the normal working week)
- Employer contribution to pension scheme
- Flexible working hours outside delivery periods
- Training budget and dedicated time with your line manager to create a personal training and development plan
- Regular team days, socials, and team welfare initiatives

SAFER RECRUITMENT

Please note that all personal information submitted via our application form will be treated in accordance with our data protection policy.

JOB APPLICATION FORM

Please download and save a copy of this document and send your completed form to:-
chairman@gloucestercivictrust.org

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Data Privacy Notice Please note that all personal information submitted via our application form will be treated in accordance with our [data protection policy](#)

1. Personal details			
Role applied for:		Email address:	
Full Name:		Date of Birth:	
Address:		Mobile Number:	

2. Education			
Please provide all education and qualifications to date, starting with your most recent qualification and including pending qualifications.			
School / College / University	Date obtained	Qualification	Grade

3. Previous Employment and voluntary experience				
Please provide your full employment history, starting with your current or most recent employment, including explanations for any gaps.				
Employer	Post Held and Key Responsibilities	Dates		Reason for leaving/ gap in employment
		From	To	

4. Right to Work	
Do you have the right to work in the UK?	Yes / No

5. The Role	
Please refer to the job description as much as possible	
Why would you like to work at Gloucester Civic Trust?	

5. The Role

Please refer to the job description as much as possible

Explain how you would manage an external stakeholder who is interested in working with your team but keeps changing their requirements. You may use an example from your experience which is relevant to this role.

Give an example of a time you have successfully identified a new way to fundraise or generate income for an organisation.

6. References

Please provide details of two professional referees, one of whom may be your current/latest employer. Referees will only be contacted if an offer of employment is made. We will not ask your current employer until we get your permission.

Referee 1		Referee 2	
Full Name:		Full Name:	
Job title:		Job title:	
Organisation:		Organisation:	
Email address:		Email address:	
Mobile Number:		Mobile Number:	

7. Interview arrangements

If you have a disability, please tell us if there are any reasonable adjustments we can make to help you in your application or with our recruitment process.