

Operations Manager

📍 Greyfriars Kirk, EH1 2QQ

💷 £45,000

🕒 A full time role

Title of Post: Operations Manager

Responsible to: The Kirk Session of Greyfriars Kirk, Edinburgh

Main Purpose of post: To manage the outreach activities of Greyfriars Kirk, now a major venue for the arts and a tourist/pilgrimage destination

Closing Date for applications: Friday 26 July 2024.
Interviews: Thursday 1 August

Required: CV (2 sides of A4) and covering letter of up to 1000 words, including what attracts you to the role; and why you are a good match for it with your skills, experience and personal characteristics. Please confirm your availability for interview on 1 August if required.

Send to Jo Elliot, communications@greyfriarskirk.com.
Enquiries to him on 0131 225 1900.

Potential applicants are encouraged to visit the Kirk during normal opening hours, see www.greyfriarskirk.com

Background

Greyfriars Kirk is a pioneering Church of Scotland congregation in the centre of Edinburgh. Over the past 25 years we have expanded our ministry to our neighbours with themes of *community*, harnessing the goodwill of volunteers; *compassion*, supporting people suffering deep social exclusion; *culture*, using our building to tell our historic story and host musical events; and *commerce*, enabling activities through social enterprise.

As one of Edinburgh's historic and iconic landmarks Greyfriars Kirk has become a major venue for the arts and a tourist/pilgrimage destination, welcoming some 100,000 visitors annually between February and November and offering a small museum and shop. We aim to be known as a place of hospitality and spiritual refreshment.

Due to retirement we are now seeking the right individual to take over as Operations Manager, tasked with commercial management of the building and of our Outreach activities, making spaces available for the full range of community activities: concerts, music recordings, wedding receptions and other social events as well as church services.

You should be well organised, adaptable and flexible and share our ambition to use our space fully and imaginatively in our mission of hospitality.

In 2025 it is expected that Greyfriars Kirk will join in Union with St Cuthbert's Parish Church, which may lead to development of the role.

Key roles and responsibilities

- Marketing and curating the use of the spaces for artistic, social and community activities, building on the reputation of Greyfriars Kirk as a prime venue in the centre of Edinburgh
- Liaising with the Minister and arranging duty manager support for Sunday worship, weddings, funerals and special services
- Managing the established support team covering communications, finance and caretaking
- Budgetary responsibility for income and costs for the outreach activities
- Efficient diary management to accommodate multiple Kirk stakeholders
- Supporting clients in delivery of events

- Procuring and managing maintenance and improvement of facilities,
- Recruiting and supporting volunteer welcomers and stewards

What will success look like?

- A dynamic Greyfriars Outreach programme built on excellent relationships with clients and stakeholders
- Using good judgement to manage sensitively the necessary tension between commercial objectives and the prime role of the Kirk as a place of worship
- Effective management of the staff team, nurturing and expanding the volunteer team
- Generating increasing funds year by year to support the wider work of the Kirk through commercial activity and charitable donations

Key Tasks and Responsibilities

a) Events

- Oversee event marketing including use of website and social media,
- Develop good working relationships with new and established clients
- Advise and liaise with clients concerning layouts, facilities and audience capacities.
- Schedule recurring and non-recurring events and agree fees
- Resource events appropriately using paid staff and volunteers,

b) Outreach Visitors' Opening

- Develop strategies to increase the income derived from visitors to Greyfriars through continuous improvements to the visitor experience,
- Manage the volunteer welcomers roster,
- Manage recruitment, training and development of volunteers,
- Support volunteer Shop Managers,
- Develop partnerships with other stakeholders in the Kirkyard including the City Council and heritage bodies

c) Staff and volunteer team management

- i. Line management of Finance Manager, Communications Co-ordinator, Caretaker and part time Duty Managers and casual staff including recruitment, induction, training, development and appraisals,
- ii. Recruitment, induction, engagement and continuation training of volunteers for their roles within Greyfriars Outreach.

d) *Administration*

- i. Propose budgets for both revenue and capital and monitor income and costs against budget,
- ii. Assist management of financial assets of the Kirk including bank accounts,
- iii. Produce Outreach contracts and approve payments for Kirk dues,
- iv. Control suppliers including utilities,
- v. Formulate and manage the maintenance programme for the Kirk and the manse
- vi. Ensure compliance with Presbytery and OSCR rules concerning annual returns and annual accounts for the relevant legal entities within the Greyfriars family including related charities
- vii. Ensure compliance with licence requirements and Health and Safety law including buildings regulations, risk assessments and staff training for all activities in the building
- viii. Oversee marketing and communication strategy including website, social media and printed material for relevant user groups
- ix. Supervise the office team including dealing with general enquiries and administration.
- x. Identify funding sources and make applications for grants etc. to support specific activities and projects

e) *Governance*

- i. Support good governance of the Kirk and Greyfriars Outreach SCIO by reporting to their regular board meetings in writing and verbally as required

Requirements:

	Essential	Desirable
Critical Competencies		
Excellent written and spoken communication skills	√	
Experience of developing successful project and business ideas – in particular those which generate income	√	
Ability to manage staff and volunteers,	√	

Skills in maintaining and developing client relationships	✓	
Ability to manage events	✓	
Ability to control costs	✓	
Ability to facilitate good governance		
Personal Qualities		
Well-developed interpersonal skills	✓	
Good verbal and written communication skills	✓	
Flexibility and adaptability	✓	
Effective team member	✓	
Technical knowledge/education		
Holder of a degree (or equivalent)	✓	
Knowledge of finance/budgetary control	✓	
Development and management of arts programmes		✓
Strong understanding of the Scottish tourist market		✓
Understanding of good governance and legal compliance		✓
Experience required for the role		
Management of a small/medium size organisation		✓
Buildings/H&S management	✓	
Commercial management	✓	
Aptitude and attitude		
In sympathy with the aims of the Greyfriars family	✓	
Ability to work on own initiative to agreed plans and targets	✓	
Interest in the arts		✓

Terms and Conditions

- Reports to the Kirk session of Greyfriars Kirk through the Finance Management Group and through the Session Clerk
- Normal hours of work 35 hours per week
- Pension contribution by employer at 5% of salary to a scheme of the employee's choosing

- The nature of the work calls for a degree of flexibility, thus hours of work may vary from day to day
- The post is based at Greyfriars Kirk, Greyfriars Place, Edinburgh EH1 2QQ, on site only
- The holiday year is from 1st January to 31st December. The annual paid holiday entitlement is 25 working days, in addition to the normal 9 public holidays.