



Operations Manager

26 hrs p/wk over 4 days Salary £16,667 (FTE £25,000) Apply by: 23/10/24

The Greenhouse at Barnes Close is a 36-bed ecumenical retreat and education centre in what was once a Cadbury family home. We are passionate about bringing together faith and action in ways which are relevant to the times we are living in. As such, we offer this sacred space and a programme of retreats, for those working towards the flourishing of their own communities and those in need of rest, reflection and healing.

We are incrementally developing the fabric of our comfortable and inspirational place and we are developing our growing team. Our team operates as a small faith community, learning together and being held in a daily rhythm of prayer.

We are a place for rooted faith and flourishing communities. Within this vision our objectives are:

- To care for this sacred space and to make it available and accessible to all
- To develop our peace and reconciliation work, in line with the heritage of the place
- To be a place where differences meet and are honoured and explored
- To be a learning community at work and prayer together

To help achieve these aims, we are looking to recruit an Operations Manager who is passionate about our vision, highly organised with an aptitude for detail, processes and prioritisation and who will enjoy enabling a positive experience for our guests and team. We are open to conversations about job share opportunities and please be aware that the role is subject to an enhanced DBS check.

Our successful candidate will join a small, yet skilled and enthusiastic team of staff and volunteers. They will also enjoy the oversight of a discerning and experienced Board of Trustees, chaired by Rev. Claire Turner.

Please contact our Director Rev. Helen Lawson with any questions, for an informal conversation regarding the role, or to arrange a visit on 01562 710278 or helen@greenhouseatbarnesclose.org.uk.

Please apply to this email address with your CV, a covering letter outlining your experience and suitability for the role and two named references. The closing date for applications is 23/10/24.

We look forward to hearing from you.

Operations Manager Job Description

The effective management of the operational running of The Greenhouse at Barnes Close across three key areas:

1. Guest experience: Implementing the booking process, liaising with the Housekeeper and managing guest experience
2. Financial management: Managing day-to-day finances and working to a budget
3. Building maintenance: Managing the property maintenance and liaising with contractors

Key tasks

1. Guest experience

- Guide guests through the booking process from enquiry, booking forms, invoicing and payment to arrival
- Oversee guest experience before, during and after the visit. Improving and refining systems where necessary and responding to guest feedback
- Liaise with the Housekeeper regarding the cleaning schedule to ensure good upkeep of the house
- Be available for on-call duty management approximately once a month and at other occasional times.

2. Financial management

- Manage the finances, ensuring good financial management practices are maintained and using Quickbooks and Xero software. Ensure budgets are adhered to, and quarterly financial reports are prepared.
- Liaise with the external accountant as required to ensure payroll is completed each month and end of year accounts are prepared.

3. Building maintenance

- Oversee the day-to-day maintenance schedule of the property including managing the workflow of the Maintenance Operative and arranging contractors as required

- Oversee property services, contracts and annual checks
- Carry out regular hands-on practical tasks essential to the running of the property, such as measuring fuel, setting heating, carrying out fire alarm tests, ordering stock as required
- Ensure that policies agreed by Director and trustees are implemented and advise on policy updates where appropriate, with particular attention to fire safety, safeguarding and risk assessments
- Ensure staff training is renewed and updated annually

4. Any other duties arising which are commensurate with the role.

Key results/objectives

1. The diverse range of guests and enquirers have a positive experience throughout their engagement with The Greenhouse
2. The smooth running of the property is maintained to enable best guest experience
3. The Greenhouse team functions well to enable these outcomes

Reporting to the Director

Person Specification

Competencies

- Good written and oral communication skills
- Strong IT skills and ability to manage data
- An organised and flexible approach to work, with the ability to plan, prioritise and balance conflicting demands under pressure
- The ability to build effective relationships with people from all backgrounds and at all levels in a fully inclusive environment
- The ability to work on own initiative, make decisions and be self-motivated, with a 'can-do' attitude
- A proactive and creative approach to problem-solving
- The ability to maintain confidential records and uphold data protection requirements

Qualifications and training

- Formal qualifications are not required, although qualifications in management, ICT, administration or finance would be desirable
- A good knowledge of all Microsoft packages, QuickBooks and Google apps would be beneficial
- A willingness and desire to develop new skills is essential

Essential experience and knowledge

- Experience of managing a busy office environment
- Experience of some financial management
- Experience in scheduling the workflow of others
- Experience in dealing with the general public
- For the right candidate extra training can be provided

Organisational fit

- In sympathy with the organisations' inclusive Christian ethos
- A good team worker willing to work flexibly with the core team to achieve desired outcomes
- A willingness to carry out hands-on physical tasks such as measuring fuel and cleaning on occasion, recognising these are all part of fulfilling the vision of the place
- Customer focussed, always responding efficiently and courteously