



## Job description and person specification

<b>Job title</b>	Operations Manager
<b>Location</b>	Charlton House and other Trust assets if required
<b>Contract</b>	Permanent (6 months' probation)
<b>Hours</b>	28 hours per week, Monday–Sunday on a flexible rota including evenings and weekends to support the needs of the business.
<b>Salary</b>	£25,600 - £28,000 per annum for 28 hours per week Depending on experience
<b>Reports to</b>	Chief Executive Office
<b>Direct reports</b>	Front of House Team
<b>Criminal Records Check</b>	Basic
<b>Sector</b>	Charity
<b>Role Type</b>	Operational

### The Organisation

Royal Greenwich Heritage Trust (Greenwich Heritage) was formed in May 2014 to manage and conserve the historic buildings and heritage assets in the Royal Borough of Greenwich. These include Charlton House & Gardens, the Museum and Archive Collections of the borough, Tudor Barn, Eltham, and various memorials across the Borough. Our purpose is to help people discover and enjoy the history and heritage of the Royal Borough of Greenwich and surrounding area; to conserve the heritage assets in the Trust's care and ensure that these assets are shared with as many people as possible. Our regular activities include venue hire, public events, exhibitions, learning and participation and public access to Charlton House & Gardens.

### Main Job Purpose

The Operations Manager plays a central role in the management and successful delivery of activity across Charlton House, Charlton Assembly Rooms and other Trust



venues. Responsible for the day-to-day operational management of these historic sites, the role ensures venues are safe, welcoming, compliant and commercially viable.

Working across multiple teams, including Venue Sales, Marketing, Education and Estates and Conservation, the Operations Manager brings plans together and turns them into effective on-the-ground delivery. Acting as the link between planning and implementation, the role ensures that events, hires and public activity are well-coordinated, properly resourced and delivered to a consistently high standard, while protecting the integrity and heritage of the listed buildings, grounds and assets and ensuring income viability and success.

This is a hands-on, collaborative role for someone who enjoys working with people, solving problems and balancing operational excellence with great customer experience and income generation.

### Key Activities

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

### Venue Operations

- Manage a team to oversee the safe opening, closing, and daily operation of all Trust venues.
- Ensure consistently high standards of cleanliness, presentation, and customer service across public and back-of-house areas.
- Oversee the day-to-day use of spaces, ensuring they are set up, maintained, and operated effectively for all activities.

### Cross-Team Working and Delivery

- Work closely with Venue Sales, Marketing, Education, and Estates and Conservation teams to plan and deliver events, activities, and hires.
- Translate plans into practical operational delivery, ensuring requirements are clearly understood, resourced, and implemented.
- Coordinate timelines, staffing, space use, and logistics to ensure smooth delivery and avoid conflicts.
- Act as a key operational point of contact during events and activities.



### **Events and Activities**

- Work closely with the Venue Sales Officer to support income generation and the successful delivery of hires, events, and filming.
- Ensure events and activities are appropriately staffed and delivered to a high standard.
- Collaborate with Estates to ensure events are delivered within agreed operational parameters, including capacity limits, approved use of spaces, access arrangements, and conservation and building protection requirements.

### **Staff and visitors**

- Deliver operational training to staff, aligned with organisational procedures.
- Oversee event-related contractors (e.g. caterers, production, suppliers), ensuring activities align with agreed site, H&S and compliance requirements.
- Collaborate with Estates to ensure contracted services supporting venue operations, such as cleaning, are effectively coordinated and meet operational requirements.

### **Income Generation and Commercial Support**

- Support income generation and protect venue revenue through effective operational delivery.
- Carry out post-event and post-hire inspections prior to authorising release of deposits.
- Monitor event timings, space usage, and resources to identify any additional chargeable hours or services.
- Work closely with colleagues to ensure delivery aligns with what is sold and promoted.
- Actively support and promote the hire and use of Trust spaces.
- Use the bookings system to manage and support operational delivery.

### **Health, Safety and Compliance**

- Ensure event- and activity-specific risk assessments are implemented and followed.
- Monitor compliance during events and daily operations, reporting and escalating any issues as required.
- Respond to incidents and complaints in line with agreed procedures.
- Ensure event, hire, and activity-specific risk assessments are in place, current, and followed.
- Respond to incidents and complaints in line with agreed procedures, escalating issues as required.



### **Tenants and Stakeholders**

- Act as a point of contact for tenants, hirers, and stakeholders across Trust sites.
- Respond to enquiries and maintain positive, professional relationships.

### **Emergency Response**

- Act as a key holder and point of contact.
- Lead operational response to incidents during events and daily operations, in line with emergency procedures.
- Escalate building, maintenance, or compliance issues to Estates and coordinate access if required or if necessary, act if required.

### **Equipment and Furniture**

- Oversee the safe use, setup, and storage of equipment and furniture.
- Ensure equipment is available, fit for purpose, and supports requirements.
- Order/stock check equipment / supplies as and when.

### **General**

- Support senior management and contribute to organisational planning
- Champion continuous improvement across operations, collaboration and customer experience
- Undertake other reasonable duties in line with the role.

### **General**

In addition to the specific duties above, all RGHT employees should be aware of their responsibilities towards the following:

1. To work as part of a team and contribute to the overall aims and objectives of the Trust.
2. To champion and promote the values and behaviours set out in the Competency Framework and act as an ambassador for the Trust.
3. Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role and to improve performance against the Competency Framework.
4. To work flexibly in response to changing organisational needs and be willing to undertake any other duty in line with the level of the job as may be required the Trust.



5. To operate in accordance with RGHT's values, policies and procedures, including but not limited to, Health and Safety, Data Protection, Equality and Diversity and Child Protection.

*This is a description of the job as it is presently constituted. It is the practice of RGHT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is RGHT's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.*

**Dated: April 2026**

### Person Specification

Criteria	Essential or Desirable
Knowledge of venue hire, event sales or commercial operations	Essential
At least 5 years' hands-on experience in an operational management role within a customer-facing, venue-based, heritage, cultural, hospitality or similar environment.	Essential
At least 5 years' experience of managing people, including recruiting, training, supervising and supporting staff and/or casual workers.	Essential
Proven experience of overseeing day-to-day operations.	Essential
Experience of working across multiple teams or departments and coordinating delivery.	Desirable
Experience of supporting or delivering events, hires or public-facing activities.	Desirable
Demonstrable experience of supporting income generation and protecting commercial revenue.	Desirable
Practical experience of managing contractors and external suppliers.	Desirable
Flexible, reliable and demonstrable commitment to continuing professional development.	Desirable
Relevant health and safety qualifications (e.g. IOSH or equivalent).	Desirable

### Skills and Knowledge



- Strong operational planning and organisational skills, with the ability to translate plans into effective delivery
- Excellent people management skills, with a supportive, confident and collaborative leadership style
- Ability to build positive working relationships across departments including sales, marketing, programming and estates
- Strong customer service focus, with an understanding of how operational delivery impacts visitor experience
- Good working knowledge of health and safety, risk assessments and compliance in public-facing environments
- Ability to manage multiple priorities, solve problems calmly
- Confident communicator

### **Personal Attributes**

- Hands-on and proactive, with a willingness to lead by example
- Calm, adaptable and solutions-focused, particularly in live or event environments
- Approachable, with the confidence to take ownership and responsibility
- Detail-focused
- Committed to high standards, continuous improvement and teamwork