



## Job Description Operations Manager

**Job Title:** Operations Manager

**Hours:** 9:30am – 6:00pm 5 days per week (42.5 hrs per week) Monday – Friday. Some weekend and evening work (e.g. for events) will be required

**Pay:** £24,000-£28,000 per annum, depending on experience

**Responsible to:** Director and Board

**Responsible for:** Operations Volunteer

**Application:** CV & Cover Letter detailing your suitability for the role to Dr. Márcia Balisciano, Director, Benjamin Franklin House, 36 Craven Street, London WC2N 5NF or

[Info@BenjaminFranklinHouse.org](mailto:Info@BenjaminFranklinHouse.org)

**Closing Date:** Sunday, 19 March 2017

**Provisional Start Date:** Interviews week beginning 20 March, handover to begin in mid-April.

### Background

Benjamin Franklin House is a Grade I listed Georgian building, located in the centre of London, just off Trafalgar Square. For nearly sixteen years between 1757 – 1775, Dr Benjamin Franklin – scientist, diplomat, philosopher, inventor and US Founding Father – lived at 36 Craven Street.

Though built as a lodging house, the building was over time used as a hotel and as a base for several non-profit groups. By the late 1980's, when the Friends of Benjamin Franklin House were granted the building's freehold from the British government, the property was in dire condition.

After extensive conservation, museum design and installation, Benjamin Franklin House opened to the public for the first time on Franklin's 300<sup>th</sup> birthday in January 2006. It is the world's only remaining Franklin residence and is now a dynamic museum and educational centre.

Our primary offering is the Historical Experience which uses the House's historic rooms as the stage for a drama which seamlessly integrates live performance, and cutting-edge lighting and projection technology to present the excitement and uncertainty of Franklin's nearly 16 years in London.

### Main Duties and Responsibilities

The Operations Manager works closely with the Director and Board members to run Benjamin Franklin House on a day to day basis, ensuring the smooth running of operations and public offerings. Main duties include assisting the Director with key tasks, financial management, promoting and securing venue hire and serving as central point of contact for all staff. General responsibilities include administrative tasks, assisting with fundraising, marketing tasks and overseeing maintenance. The role requires a proactive and flexible approach, attention to detail and the ability to handle multiple tasks.

36 Craven Street London WC2N 5NF United Kingdom

Phone: +44 (0)207 839 2006

Website: [www.benjaminfranklinhouse.org](http://www.benjaminfranklinhouse.org)

The Friends of Benjamin Franklin House (UK), registered charity no. 276066

Registered in England, company no. 01362091



### Administrative and Financial Duties

- Respond to general enquiries via all key contact points – telephone and email. Open post and respond or file as appropriate
- Co-ordinate all Board and committee meetings, help prepare various documents as required
- Review daily reconciliation reports, banking and post accurate financial data to QuickBooks software. Assist with annual audit
- Process invoices, write cheques and coordinate with signatories, to ensure payment of invoices
- Review bank statements and generate regular financial update reports
- Collate data from staff team for monthly payroll and organise payroll transfer
- Send invoices, reconcile monthly petty cash receipts, and oversee filing of financial paperwork
- Order all items for the House within budget, including stationary, merchandise for sale in shop, event refreshments, and other items as required. Oversee stock take
- Manage online booking system and online shop

### Fundraising Duties

- Manage Friends scheme
- Draft and assist with grant applications, sponsorship documents, and reports

### Events and Room Hire Duties

- Work with the Director and other staff to schedule a programme of approximately 40 events per year including lectures, concerts and receptions
- Take bookings, arrange guest lists, budget, staffing, and materials as well as hands-on co-ordination during events
- Respond to enquiries about venue hire and secure appropriate bookings, ensuring contracts, fees and other required documents are received
- Manage venue hire events to ensure security of people and building. Arrange for extra cover staff where required

### Marketing Duties

- Manage and upload content to House website using Microsoft Expression Web 4, and social media platforms
- Produce annual events guide, flyers/posters throughout the year, draft and send quarterly eGazette, and oversee the implementation of marketing plans to promote events
- Respond to press enquiries, arrange VIP visits, and promote the House in collaboration with the Front of House and Marketing Supervisor

### Maintenance Duties

- Liaise with service providers and maintenance workers as appropriate to address any issues in the House (e.g. plumbing, lighting, IT etc.)
- Oversee any conservation required and oversee long-term maintenance schedule
- Ensure the maintenance of the AV equipment for the Historical Experience show

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- Review and update the Emergency Plan and Collections Management Policy
- Test fire alarm systems, identify hazards and ensure House complies with health and safety standards

### General Responsibilities

- Assist Director with key tasks on a daily basis
- Central point of contact for all staff
- Represent the House in a friendly and professional manner
- Open and close the House in the mornings and evenings, setting the alarm (along with other keyholders)
- Attend various heritage related groups on behalf of the House

For more information on Benjamin Franklin House, please visit [www.BenjaminFranklinHouse.org](http://www.BenjaminFranklinHouse.org)

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## Person Specification Operations Manager

<b>Knowledge/ Qualifications</b>	
Undergraduate degree in a subject relevant to the role, e.g., history, museum studies, architecture, archaeology, conservation	Essential
Postgraduate degree in a subject relevant to the role, e.g., history, museum studies, architecture, archaeology, conservation	Desirable
Fire marshal training and/or first aid certificate	Desirable
<b>Previous Experience</b>	
Minimum two years paid experience working in a museum or heritage site e.g., front of house, facilities/operations management	Essential
Previous experience of managing projects	Essential
Previous experience giving guided tours or public talks	Essential
Previous experience of managing budgets and financial responsibility	Essential
Understanding of conservation and/or listed buildings	Essential
Previous experience of managing programming and events	Desirable
<b>Skills</b>	
Proficient in MS Office applications. Knowledge of Microsoft Expression Web, Adobe Photoshop and accountancy software would be extremely beneficial	Essential
Clear written and spoken English. Ability to write copy and proof read	Essential
<b>Personal/Other</b>	
Responsible and able to work independently, without supervision	Essential
Excellent organisational and time keeping skills	Essential
Ability to lead and motivate a team	Essential
Ability to make informed decisions under pressure and prioritise key tasks	Essential
Confident and able to communicate effectively with the Board, staff, press, funders, and members of the public	Essential
Personal interest in historic houses, museums and/or American history	Essential

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