



Highgate Literary & Scientific Institution (HLSI)

Operations Manager / Job Description

Reports to: The President

Direct Reports: Librarian, Bookkeeper (part-time), Members Secretary (part-time), Administrative Assistant, Education (part-time), Members Secretary, Saturday (part-time)

Salary between £35-40,000 per year, subject to experience

28 days holiday pa, including 8 bank holidays

35 hours a week, Monday to Friday, with occasional weekend and evening work

Background

Highgate Literary & Scientific Institution is an independent cultural organisation in the heart of Highgate, north London, offering education courses, lectures, debates, musical events, films, art gallery and an archive, in addition to its core offering to its members of a lending library, and renowned weekly lectures. It was established in 1839 and is one of very few such institutions remaining nationally. HLSI's mission is to be a place of social and intellectual engagement and renewal and to develop creatively whilst stewarding its resources for the future.

HLSI occupies an historic Grade 2 listed building and is available to rent for weddings, parties and other occasions.

HLSI has a large active membership, many of whom work voluntarily to develop its activities, the majority of which are open to both members and non-members. Many of HLSI's activities translated effectively to Zoom during the pandemic.

HLSI is run by its Officers (President, Treasurer and Hon. Secretary) and three Trustees, and by its Management Committee, made up of Officers, Trustees and other members of the organisation, all volunteers, assisted by a small team comprising a librarian, four part-time administration staff including a bookkeeper, and four to five casual staff.

HLSI is at an important point in its development as it converts from a charitable institution in the form of a Friendly Society to a Charitable Company Limited by Guarantee. Membership subscriptions provide regular income, the remainder being raised from activities, room rentals and donations. Annual income is around £350K per annum and we are aiming to increase that significantly in the coming years.

www.hlsi.net

The Position

Key responsibilities:

- Full responsibility for the efficient and cost-effective administration of HLSI activities and buildings
- Implementing the strategy and policies of the management team

- Management of the permanent staff and casuals, ensuring HR and administrative policies and procedures are understood and followed
- Ensuring payments are managed in accordance with the Delegation of Authority protocols
- Providing excellent customer care to our members and other users of our facilities
- Creating and maintaining a welcoming and safe environment for staff, members and visitors
- Promoting engagement with, and membership of, HLSI

Staff Management

- Building an effective and collaborative team with excellent customer service at its core
- Assigning and monitoring responsibilities to ensure the smooth running of HLSI
- Developing and appraising staff on a regular basis, identifying and following up on training needs
- Ensuring appropriate workplace policies are in place, understood and followed
- Implementing, and regularly reviewing, the staff and volunteer handbooks

Buildings and physical infrastructure

Working closely with the chair of the House and Buildings committee:

- Ensuring that buildings, facilities and physical infrastructure are safe and secure and maintained and meet required Health and Safety standards
- Setting up building maintenance schedules as required, engaging contractors and ensuring value for money and good quality work
- Day-to-day operational responsibility for security and safety in the building

Business administration and processes

As directed by the President or the Board of Directors or their nominees:

- Identifying and implementing essential processes for the efficient and secure delivery of HLSI activities and events
- Ensuring the preparation of reports for Board and other meetings as required
- Negotiating / updating contracts with regard to the supply of goods and services relating to the building and the general administration of HLSI, ensuring value for money
- Identifying and making recommendations for improvements to IT and other relevant technology, providing staff training as required
- Researching and reviewing ways to generate more income

Health and Safety

- Ensuring all staff and relevant volunteers are informed and trained in their responsibilities in this area
- Overseeing the day-to-day safety of building, staff and all visitors
- Ensuring relevant risk assessments are in place and inform the running of HLSI activities

Customer Service

- Treating everyone with respect and courtesy and without discrimination
- Proactively collaborating with all staff and management to ensure best service to members and others encountering HLSI
- Ensuring appropriate professional self-presentation and practices

The job description above is non-contractual and HLSI reserves the right to amend or change it at any stage. The post-holder may be required to undertake other duties appropriate to the salary grade and nature of the post.

Profile of applicant

The appointee will have an enthusiasm for pro-active involvement in a friendly and intellectually stimulating membership organisation at a time of organisational development.

Person Specification

Essential

Qualifications	Education to degree level or equivalent
Management skills commercial	Demonstrable relevant experience in a not-for-profit organisation or organisation Ability to demonstrate probity, integrity and reliability Experience of managing others and building an effective and collaborative team Excellent communication skills, both written and verbal (native level English required) Proven financial acumen and ability to create and manage a budget and produce reports/analyses as required Ability to build an IT and technology strategy Experience of delivering excellent customer service At least intermediate skills in Microsoft Office (including Excel and PowerPoint) and databases
Personal qualities	Excellent interpersonal and people management skills Good self-presentation Critical and creative thinking: a problem solver Flexibility and adaptability – willingness to 'go the extra mile' Accurate, diligent and well-organised A commitment to the aims and objectives of a membership organisation

Desirable

Leadership	Experience of working in the charity sector Experience of working for a membership organisation
Work practices	Knowledge of good and current practice in HR and H&S Experience of working with volunteers and the wider community Experience of marketing and promoting an organisation Experience of managing change

To Apply

Please send the completed application form and equal opportunities monitoring form (available on www.hlsi.net) to president@hlsi.net. **CVs will not be accepted.**

Application deadline: midday Monday 27 September 2021

First interviews: Thursday 7 October 2021

Second interviews: Saturday 16 October 2021

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships.