

Operations Manager

Reporting to: Head of Operations
Reports: Exhibit Manager(s), Programme Officer(s), Customer Services
Position: Full time*

*Weekend and evening work will be required as part of this post.

Role

To manage Techniquet's front of house and outreach activities delivered from the Cardiff Bay site and to facilitate the audience experience in order to maintain a high standard of audience satisfaction.

To manage the allocation of staff for all outreach delivered from the Cardiff Bay site and inreach, whilst remaining within budget.

To deputise for the Head of Operations in periods of absence.

Main responsibilities

To be responsible for the management of an effective Science Communicator team.

To manage the Exhibition Manager(s) and provide cover when needed in periods of holiday and sick.

To manage the Programme Officer team, ensuring flexibility in order to supplement the science communicators for the delivery of programmes where required.

To effectively manage the budgets under your responsibility. Ensuring that work is carried out within agreed budgets and resource limits and to report on the financial position to senior staff.

To coordinate the training of the science communicators via the Programme Officers. In order to ensure quality assurance and evaluation is carried out.

To be responsible for the Science Communicator Training Programme, reviewing the organisation and running of the Science Communicator Training with the Exhibition Managers.

To manage the organisation of all operational requirements e.g. Special Events/Weekends.

To organise all operational requirements for Public Outreach activities, including liaison with clients where appropriate.

To manage the Techniquet Schools Outreach Service, ensuring that all details have been arranged in advance of every outreach visit.

To be responsible for implementation and updating of Front of House Policies and Procedures and ensuring that individuals are aware of them and adhere to them.

To work with the Data Support Manager in the assessment of new initiatives providing a report on the initiative to the Head of Operations enabling them to make a decision.

To oversee the maintenance computerised bookings system with Techniquet's programmes and events including co-ordination of updates.

To support the delivery of activities in other areas of the department as required, most likely during periods of absence or particularly high levels of activity, under the direction of the Head of Operations.

To remain familiar with developments, processes, procedures and issues in all areas of the department in order to facilitate this work.

To provide clear reports, evaluation and information concerning activities under your management when required.

Supporting Duties

To provide regular updates to the Head of Operations as required.

To provide monthly information to the Finance team on outreach pay, travel and expenses.

To support the Head of Operations in planning and development of the department, making suggestions for improvement and assisting in meeting the expectations of visitors/audiences.

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Ensure the maintenance of programmes is carried out on a regular basis, including the upkeep of consumable stocks.

To coordinate a full programme audit, three times a year.

To perform other duties which are not included above, but which are consistent with the post.

Person specification

Qualifications

First Aid Certificate desirable.

A valid driving licence would be desirable.

Experience

Experience of working with the general public face to face and over the telephone.

Experience of managing teams and being a mentor, coach and trainer.

Skills and Abilities

Microsoft Excel experience at a high level as well as competent IT skills in databases and Microsoft suite

Excellent team-working skills.

Excellent organisational, task prioritisation, and time management skills.

A flexible attitude towards days and hours worked to provide seven-day, and unsociable hours' cover is essential.

Able to maintain, review and improve data systems.

A high standard of written and verbal communication skills.

A tactful manner.

Reliable, with exceptional attention to detail.

Hard working and self-motivating.

Confident and outgoing.

Has a high degree of flexibility and enjoys working in a demanding environment.

Welsh Speaker desirable.