



Operations Manager

UP Projects are seeking a highly organised and dynamic Operations Manager to join our team.

A vital role within a small organisation, the Operations Manager works closely with the organisation's busy team to manage effective and efficient systems across the organisation. This role has scope to shape the way the organisation works and help its growth enabling new systems and cultures to be put into place.

We are looking for a team player who can contribute to the development of a professional and inclusive working and learning environment within the organisation.

About UP Projects

UP Projects curates and commissions contemporary art for public spaces. Founded in 2002, UP Projects reaches millions of people through ambitious public commissions by a diverse selection of artists, informal learning activities, artist-led community engagement and events.

Our work explores the multitude of ways in which people can encounter and connect with contemporary art in unexpected places. Our outlook is international, activating spaces across the globe and in the digital domain.

Please visit our website www.upprojects.com for further information about our work.

Our commitment to Equity, Diversity and Inclusion

We want to create and sustain a productive, diverse and inclusive working environment. We expect everyone who works with us to champion this ambition and embed it in their day-to-day work. UP Projects recognises that diversity and inclusion is critical to the success of our organisation and that it is essential that the organisation's team is representative of the diverse communities that we serve. We encourage applicants from all backgrounds and communities and are particularly interested in receiving applications from people with backgrounds currently underrepresented within our organisation.

Job Description

In this role you will work closely with the Founding Director and Deputy Director as well as the Board of Trustees.

Responsibilities

Operations and planning

- Directing the team in effective project and organisational planning, timetabling and information sharing
- Overseeing work streaming and scheduling across the team
- Implementing and maintaining effective online filing systems
- Managing relationships with UP Projects' co-working provider, the Coal Face

Governance

- Maintaining good relationships with the Board of Trustees and Chair of the Board
- Coordinating Board Meetings and Steering Panel Meetings (working one year in advance)
- Leading on the assembly and dissemination of Board Papers
- Attending Board and Steering Panel Meetings as required
- Taking minutes at Board meetings

Human Resources (HR)

- Implementing best practice regarding employment and recruitment in line with UP Projects' policies including: Equity, Diversity & Inclusion, Safeguarding; and Health & Safety
- Managing the end-to-end recruitment process of new job roles when required
- Implementing UP Projects' Performance Management Scheme including scheduling appraisals, managing staff inductions and exit plans
- Being the first point of contact for the team should any HR related issues arise

Data management

- Managing updates of Privacy and Data policies and ensuring team members are aware of any policy updates
- Managing UP Projects' database of contacts including "Customer Relationship Management (CRM)" details that supports the cultivation of new business contacts and fundraising. Ensuring the organisation's data is handled in accordance with our policies
- Ensure that the organisation complies to GDPR guidelines

General Team Support

- Coordinating regular audience data reports to the Arts Council England working closely with individual Project Leads
- Booking meeting rooms and travel for team members as required

- Assembling guest lists and managing invitations and mailout as required

Environmental responsibility

- Leading on UP Projects' organisational reporting on sustainability

Person Specification

Essential requirements

- Demonstrable experience of previous Operations or Office Management
- Demonstrable experience of dealing with HR issues and recruitment processes
- Excellent organisational skills
- Excellent at working as part of a team

Skills, Knowledge and Abilities

- Extremely organised, efficient and self-motivated
- Ability to prioritise own workload, multitask and manage deadlines
- Ability to take initiative and work independently
- Excellent attention to detail and meticulous record keeping
- Excellent written and verbal communications skills
- Excellent people management skills - ability to confidently interact with all types of stakeholders
- Strong IT skills, including Office based packages Word, Excel, PowerPoint, Outlook, Internet and databases.

Desired Experience (not essential)

- An interest in contemporary art
- Previous experience of working with a Board of Trustees
- Knowledge of contemporary artistic practice
- Knowledge of sustainable practice
- Knowledge of GDPR protocol
- Knowledge of Arts Council reporting

The following are required of all roles with the organisation. However, you do not need to address these in your application:

- Willingness and ability to work hours outside of normal office hours on occasion (time off in lieu will be granted)
- Willingness to work flexibly in response to changing organisational requirements

What we offer

- The opportunity to work within a small, dynamic team of public art, learning, and engagement specialists
- The opportunity to be part of creating projects that have social relevance, engages communities, encourages learning and enriches the public sphere

- Access to new networks through the projects you may be involved in
- Access to a shared office environment and a work laptop

Terms

- You will report to UP Project's Founding Director and in her absence to the Deputy Director
- Salary: £29,0000, pro rata at three days a week
- Hours: Three days a week 10am to 6pm, plus occasional evenings as required
- Holidays: 25 days' holiday per annum pro rata not including bank holidays
- Probationary period: six months
- Notice period: two months
- Pension: You will be entitled to join UP Projects pension scheme once eligible
- Location: This role is currently based in our shared office at The Coalface, 46 Clifton Terrace, London, N4 3JP. Occasional working at home is allowed subject to agreement with the Founding Director

How to apply

Please send the following to workwith@upprojects.com:

- A comprehensive curriculum vitae
- A covering letter that summarises your interest in this post, **providing evidence of your ability to match the criteria outlined in the Person Specification and referring to our organisation's Competency Framework** (no more than 2 sides of A4)
- Names of 2 referees, together with a brief statement of the capacity in which they have known you and an indication of when in the process they can be contacted (please note we will not contact your referees without your express permission)
- Notice period (if currently employed)

The deadline to apply is Midnight, **11 September 2022**. Due to the high volume of applications, we anticipate we are unable to get back to everyone individually.