

Bricks

Head of Operations and Business



**ST
ANNE'S
HOUSE**

**Job
description pack**

Bricks
@BricksBristol
#StAnnesHouse



A group of people are sitting on a grassy lawn in front of a multi-story building with blue siding and white window frames. A man in a patterned shirt is kneeling in the center, pointing towards the right. Several other people are sitting around him, listening. Large white letters are overlaid on the image: 'S' in the top left, 'H' in the top right, and 'R' in the bottom center.

S

H

R



St Anne's House, Studios, 2022

Head of Operations and Business Job Details

Applications Open: **Tuesday 14 June**

Deadline for Applications: **Monday 18 July**

Candidates notified of shortlisting: **Thursday 21 July**

Interviews: **Thursday 28 July**

Position: **Head of Operations and Business**

Responsible to: **Creative Director/ CEO**

Responsible for: **SAH Operations Producer, Front of House Assistants, Cafe Team (future)**

Salary: **£36,000 per annum (+NEST pension)**

Hours: **Full Time (40 hours per week)**

Contract: **Salaried, PAYE. Fixed term contract - 12 months, with potential to extend**

Location: **St Anne's House, St Annes, Bristol, BS4 4AB**

Organisation: Bricks (No: 1183118) & Bricks Trading Limited (No: 12359038)

St Anne's House

Bricks is a Bristol based social enterprise that works with local communities and creative communities to programme collaborative activities and secure the spaces our communities need to thrive in the long term.

Our flagship project St Anne's House is a creative community hub grown from the ambitions of the communities of St Anne's and the creative communities of the West of England. This includes social prescribing rooms with local doctors surgery, masseuses, play therapists, a mushroom farm, artist studios, artist collectives, a theatre RND space, a cooperatively run gym, a print collective, music label, community spaces for hire and a community/ artist led public programme.

Bricks Public Art & Creative Infrastructure

Bricks Public Art & Creative Infrastructure Consultancy with partners and communities in the West of England to write and deliver programmes of creativity in connection to new developments. This can include permanent artworks, engagement programmes, transient works and performance. It also includes our work as creative infrastructure consultants supporting the creation of new places to produce and consume creativity and community.

One year into St Anne's House the project has gone from strength to strength and we are now looking for a Head of Operations & Business to stabilise the growth we have gone through and set us up for a resilient and impactful future.



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The Role

This new role will take the lead on all the Operational and Business functions of Bricks & St Anne's House including:

Bricks Operations

- St Anne's House Facilities Management
- St Anne's House Tenants (artist studios, coworking, offices, wellbeing & therapy rooms, social prescribing, massage, theatre rehearsal space, gym)
- St Anne's House Community & Room Hire (community activities, outdoor screenings, events etc)
- St Anne's House Team Manager & Human Resources Health & Safety, Safeguarding and Policy Lead
- Climate Emergency Lead
- Equalities, Diversity and Inclusion Lead

Business Planning

- Finance (as internal lead, working closely with accountant)
- Income Generation Lead (for non programme income)

Forming a senior management team with Bricks Creative Director/ CEO and Head of Programme & Communications (a new role we are looking to appoint later in the year), you will lead Bricks and St Anne's House through the next stage of their development. Consolidating and building on the work to date of a small but ambitious creative community organisation.

As Head of Operations & Business you will shape and lead the operations side of our work across all Bricks projects, including St Anne's House, Bricks Public Art & Creative Infrastructure Consultancy. Delivering the safe, welcoming and accessible use of St Anne's House and future Bricks creative and community spaces.

As sustainability lead for the organisation you will embed an approach to working at Bricks that reduces our impact on the environment and moves us towards a planet positive practice.

You do not need to be from a creative background to excel in this role.

Team Structure

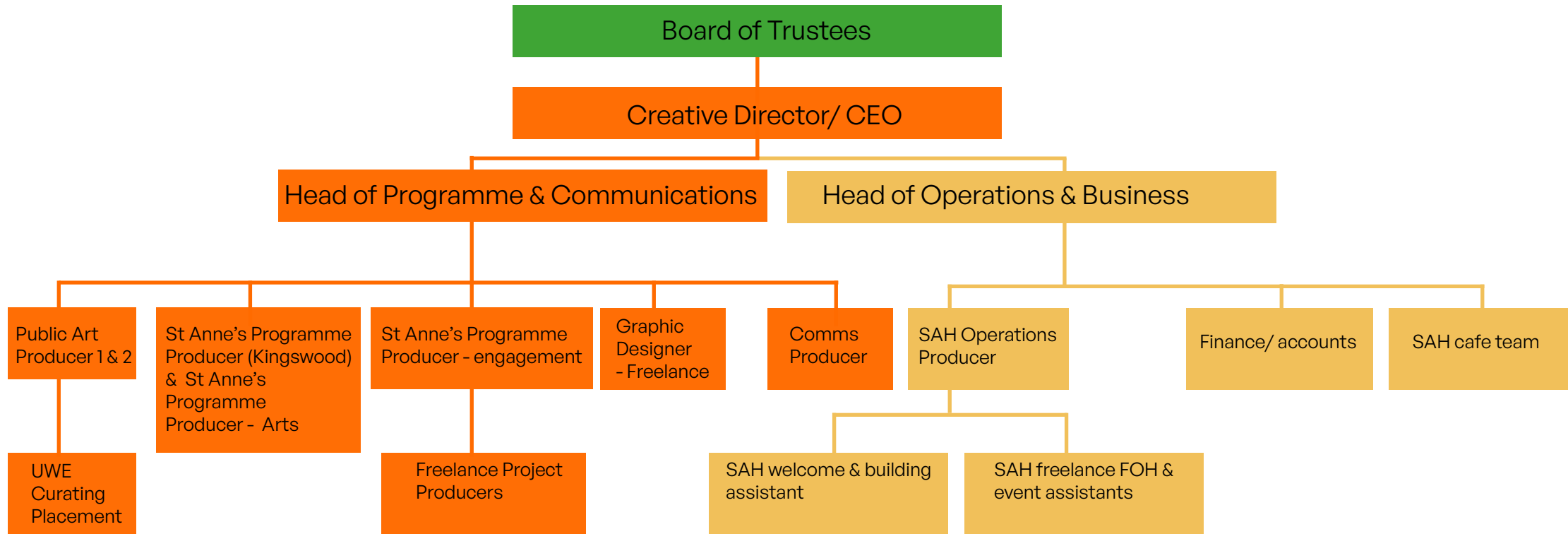


You are joining Bricks at a great time to shape our Operations Team and future working. From July the General Manager position will be vacant, and we will be putting in interim cover through the summer so that the new Head of Operations and Business can recruit to shape the team. This gives us scope to cover any gaps in skill set/ experience across the team.

Current thinking, based on our last year at St Anne's House would be that this would be an Operations Producer and a Front of House Assistant supported by ad hoc event and front of house staff, or we could have a Bookings & Hires Assistant and Facilities Manager model.

We also intend to build on the bar/ catering offer that we have delivered to date into a more regular offering for the community.

As an indicative structure Autumn 2022:



Detailed Description



Operations

- Lead on the Operations of Bricks and St Anne's House.
- Manage the Operations Team including SAH Operations Producer, SAH Operations Assistant* and Front of House.
- Lead on maintaining St Annes House as a safe, and welcoming place to visit and work.
- Lead on policies and procedures relating to HR, building operations and management.
- Lead on tenants, and partnerships within the building including artist studios, coworking, wellbeing and office rental.
- Ensuring we have adequate insurance and that we operate in keeping with the stipulations of our policies.
- Ensuring we comply with the stipulations and requirements of our leases.
- Climate emergency/ sustainability lead for the organisation, creating a net zero plan and policies and looking at fundable programmes to further build on this work.
- Equalities, Diversity and Inclusion Lead.
- Lead the team to manage facilities; utilities, lift, boiler, IT, phones and comms infrastructure, security system, cctv, waste management.
- Lead the team to manage compliance and safety, health and safety, fire safety, first aid, accident reporting, mental health first aid and safeguarding and data protection.
- Contributing to Bricks/ St Anne's House social impact reporting and evaluation with focus on Operations/ tenants and hires related activity.
- Contribute to operations plans for new creative and community infrastructure projects.



HR

- Lead on Human Resources at Bricks with support from an external consultant.
- Manage employee contracts and renewals.
- Manage annual leave, sick leave, Mat/Pat Leave, TOIL, and all other statutory leaves.
- Policies and General Team Management.



Business Planning & Income Generation

- Support the CEO in the overall management of the organisation and to deliver the business plan.
- Lead the annual review, writing and update of the business plan.
- Oversee the organisation's risk management with a particular focus on health & safety, safeguarding, financial, human resources and reputational risks.
- Managing all non project funded spending and reconciliation of all budgets.
- Embedding an awareness of the business plan and our core aims across the full team.
- Lead on/ support with fundraising bids (not solely responsible for this as many roles have fundraising within them).
- Target setting and monitoring for Bookings Coordinator and other roles with income generating responsibilities.
- Contribute to business plans for new creative and community infrastructure projects.
- Develop and deliver a plan to create a stronger food and drink offer at St Anne's House whether that is through an inhouse community cafe/ bar or through external suppliers.



Finance

- Bricks works with an external accountant who manages our finance, you will manage our working relationship with them and oversee their work.
- Oversee Bricks financial systems, ensuring they are operating properly and that all records are maintained in a systematic, timely and accurate manner with support from the CEO.
- Prepare, manage and monitor Bricks overall annual budget and individual project budgets with budget leads.
- Oversee the accountants in designing and managing the production of quarterly management accounts and cash flow monitoring documents.
- Liaise with Bricks auditors and oversee the smooth running of the annual audit.
- Oversee regular running of processes to make necessary financial and information returns and reports to the appropriate authorities (e.g. Companies House, Charities Commission, HMRC) on a timely basis.
- Oversee regular running of the weekly and monthly payroll and pensions process via external accountant, including compliance with statutory employer responsibilities.
- Oversee financial processes, company cards, petty cash, staff expenses, expenditure and income management.
- Register as bank signatory and ensure payroll and invoices are paid each week liaising with CEO/ board for cosigning.

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Person Specifications

Essential

- Experience of managing people and the ability to demonstrate leadership and work flexibly within a small team
- Excellent planning and time management, with the ability to multitask, delegate and prioritise within a busy working environment
- Ability to negotiate with stakeholders and partners
- A willingness to carry out a wide variety of tasks
- Strong financial management experience
- Strong experience in setting, monitoring and controlling budgets in the preparation of quarterly management accounts and cash flow forecasts
- Strong experience of business planning and strategic management
- Good business writing skills
- Understanding of reporting requirements for a Charity and Limited Company
- Good IT skills
- Exposure to small business accounting software e.g. Xero
- Experience of building/ facilities management
- Experience of policy management, health and safety, safeguarding, EDI and sustainability

Head of Operations and Business

Desirable

- Experience of contract drafting and negotiation
- Knowledge of the creative and community sector in Bristol, though direct experience is not required
- Successful fundraising from Trust and Foundations, local authorities and other public bodies
- Good evaluation skills
- Experience of tenant management, hires/ bookings management
- Experience with cafe facilities contracting/ management
- Experience as HR lead for an organisation
- Familiarity with Google Suite
- Experience of a capital development project

Job Description Pack

How to apply

Pre application

If you require this job description in another format please contact us.

Listen to the audio recorded [version here](#)

To ask questions pre application please email hr@bricksbristol.org call CEO Jack on 07780 503 180

FAQ will be listed on this [live document](#)

Application

Apply by email to hr@bricksbristol.org

With one PDF that contains:

- Cover letter setting out your suitability for the role and relevant experience.
- Your CV
- Your availability/ start date.
- You can use video / audio as part of your application (up to 8 minutes long for cover letter)
- Please also fill in the [monitoring form](#):

[This is anonymous and kept separate from your application]

Bricks values representation and strives to promote equality and diversity at all levels. We welcome and encourage applications from those currently underrepresented in our workforce and in the arts community; particularly people of colour, and disabled people (as defined by the Equality Act 2010).

We welcome feedback on how we can improve our recruitment processes.