



## **Operations and Events Manager**

### **NW7hub**

**Reports to: Nominated Trustee**

**Remuneration: £28,000per annum**

**Place of work: Mill Hill Library, Hartley Avenue, London NW7 2HX**

### **Background**

The NW7hub is a community based charity based in Mill Hill, North London with a vision to develop its existing program of activities currently delivered from Mill Hill Library, and to create a new and vibrant facility with a genuine community focus.

In April 2017 the charity was awarded a 10-year contract by Barnet Council to run the Mill Hill Library. In addition, in September 2017 the charity opened in the same building the Hub which comprises spaces to hire, a small cafe and gallery space.

This is an exciting time to join NW7hub in a senior management role. This role is integral to the success of the NW7hub charity as it continues its exciting growth as a venue for both programmed activities and spaces to hire whilst delivering a partnership library service.

The Operations and Programming Manager will help shape the future of the charity and lead us forward to our new purpose-built venue. This rare opportunity would suit someone with the drive, vision and creative leadership to make a big impact for the community.

Our provision is based on four key areas of work:

- Health and Wellbeing
- Learning and Cultural Enrichment
- Community Cohesiveness and Interaction
- Networking and Signposting

### **Purpose of the Role**

To manage the venue, staff and volunteers in the delivery of a varied community focused programme, to provide excellent governance for the NW7hub Charity and to

be an integral player in the delivery of the proposed new community hub building for Mill Hill.

## **Guidance and Support**

Support and guidance are provided by the charity Board of Trustees

Experienced volunteers in Human Resources, Health and Safety and finance support the role.

Barnet Council provides regular visits from the Community Library Engagement Officer for library support as well as networking at meetings such as at best practice and partnership library development for wider support. Training is also provided from time to time by Barnet Library Services

## **Training**

Training will be made available to fulfil this role as necessary including training on all library systems.

## **Key tasks**

Plan and manage a programme of existing and new activities, services and events which meet identified needs within the local community

Oversee the management of the Partnership Library in conjunction with NW7Hub staff and Barnet Council's Community Library Engagement Officer.

Ensure the management of the regular and ad hoc hires within the premises and to seek out new hirers to expand the current income stream.

Create and maintain financial systems and records which can be used for budgetary purposes including invoicing, contractor/ supplier expenditure and daily banking

Recruit, and manage a team of existing volunteers and staff in accordance with the NW7hub Recruitment & Diversity policies and to ensure all volunteers/staff receive appropriate induction and training in policies and procedures.

Liaise with Barnet Council on operational matters concerning the maintenance of the building and to undertake the required daily, weekly and monthly Health and Safety checks on the building and complete associated paperwork.

Actively market the NW7hub by devising and producing marketing materials including leaflets and brochures, updating the NW7hub website and utilising social media outlets including Facebook and Twitter

Ensure the efficient operation of the cafe including staffing, stock control, food hygiene standards are met and maintenance of income and expenditure records

To attend relevant meetings and events e.g. library best practice, Trustees Board Meetings, Locality and community networking gatherings.

Adhere to NW7hub policies and procedures and to notify Trustees of any recommended amendments and /or additions

Any other duties commensurate with the post, as agreed with Trustees.

### **Time and Hours of Work**

36 hours per week, Monday – Friday in accordance with programming needs. There will also be occasional evening and weekend working to be agreed with Trustees.

## PERSON SPECIFICATION

| <b>Essential</b>  | <b>Desirable</b>  |
|---|---|
| <ul style="list-style-type: none"><li>• Experience of venue management, marketing, social media and programming</li><li>• Experience of managing staff and/or volunteers</li><li>• Ability to manage a budget</li><li>• Excellent customer care skills</li><li>• Excellent communication and interpersonal skills. Able to work with people from wide range of backgrounds</li><li>• Organised and able to manage time effectively-multi-tasking where necessary</li><li>• Good understanding of health and safety in the workplace.</li><li>• Good attention to detail</li><li>• Conscientious and reliable</li><li>• Flexible attitude and willingness to develop in role</li></ul> | <ul style="list-style-type: none"><li>• Proven interest in community engagement</li><li>• Experience of managing a library</li><li>• Knowledge of library systems and best practice</li></ul> |

This post is subject to an enhanced DBS check (Disclosure and Barring Service)