



## JOB DESCRIPTION

<b>Job Title:</b>	Operations & HR Manager
<b>Salary:</b>	£28,800 (£36,000 FTE) per annum
<b>Hours:</b>	4 days per week (0.8 FTE) with flexible hours based in Belsize Park, London.
<b>Duration:</b>	Permanent part-time
<b>Reports to:</b>	Director - Administration & HR

## JOB DESCRIPTION SUMMARY

The Operations & HR Manager will provide end-to-end operational coordination across IT, vendor & contract management, HR support (contracts and processes), and building/facilities & venue operations, ensuring safe, cost effective, and people centred operations that enable Wac Arts' mission at Hampstead Old Town Hall.

## SUMMARY OF KEY RESPONSIBILITIES

The following is an overview of the role. It is not an exhaustive list.

### IT, Systems and Data

- Line manage the part-time IT System Administrator
- Own the IT operating model: Supplier relationships, SLAs, contract renewals, licence compliance and cost control.
- Manage Wac Arts' IT systems – e.g. registration system, Building Services System (Freshdesk)
- Manage IT budget.
- Keep a clear record of IT related matters for annual audit.
- Maintain information governance (access, asset register) and partner with safeguarding/governance leads on data practices.
- Working with management team to ensure GDPR compliance across the organisation.

### Administration & HR support

- Support Director of Administration & HR in employment contracts, variations, recruitment, right-to-work checks, onboarding/offboarding; keeping HRIS/records compliant.
- Support the Director of HR & Administration with policies, ER casework logistics, training and coordination.
- Coordinate with the external HR support company (Worknest) as required.



- Responsible for the internal facilities and supplier management of the organisation to facilitate the smooth running of office functions.
- Maintain a register of central services suppliers including contract management and work with departments to negotiate best value and within budget(s).
- Collaborate with senior management to implement the organisational strategies at an operational level.

### **Property Management**

- Support Head of Property Management in lease related matters.
- Support the Head of Property Management to coordinate operational strategies as required.
- Support team in management of YesPlan (our hires booking system)
- Champion sustainability (energy monitoring, waste, procurement), aligning with sector examples in heritage venues.

## **PERSON SPECIFICATION**

### **Essential Knowledge and Experience**

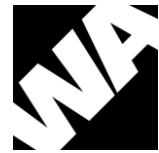
- Practical experience in day-to-day operations across facilities, H&S, contracts, and event/venue operations within building-based cultural or nonprofit settings.
- IT vendor and budget management, including delivery of change initiatives (e.g. MSP transitions, device refreshes).
- HR administration experience across contracts, onboarding, policies, and liaison with HR advisors and outsourced partners
- Excellent file and document management skills
- Excellent IT skills including MS Excel, Word, Teams
- Practical knowledge of budgeting
- Ability to create a good plan and determination to accomplish goals
- Good data analysis, planning and organisational skills
- Excellent written and verbal communication skills
- Good leadership qualities with the ability to provide direction

### **Desirable**

- Building Services' or facilities' experience
- Venue hire operations and/or front of house standards in public venues.
- IOSH Managing Safely (or willingness to obtain).
- First Aid / Fire Marshal training.
- Other relevant facilities/ops training.

### **Attitude and approach**

- A positive outlook
- Approachable, personable and confident manner
- Excellent critical thinking and problem-solving skills
- Ability to work calmly under pressure in a busy environment.



- High levels of personal and professional organisation, integrity, discretion, and confidentiality
- Methodical and process focused
- Flexibility to adjust to change and development
- Collaborative
- Ability to prioritise and manage time effectively to deliver tasks to deadlines
- Stamina and resilience
- Self-motivated

All roles may occasionally be required to work evening or weekend hours to support events.

This role requires enhanced DBS clearance, which we will arrange for the successful candidate.

The duties and responsibilities described are not a comprehensive list and may change, or additional tasks within the scope of work, may be assigned at any time with or without notice, as necessitated by business demands.

### **Equality**

As an equal opportunities employer, Wac Arts is committed to the equal treatment of all current and prospective employees and does not condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy or maternity, race or ethnicity, religion or belief, gender identity, marriage or civil partnership.

We aspire to have a diverse and inclusive workplace and strongly encourage suitably qualified applicants from a wide range of backgrounds to apply and join Wac Arts. We are looking for interest from people who reflect the diversity of London and the communities we serve.