



OPERATIONS & HR MANAGER

JOB PACK

wacarts.co.uk/vacancies
recruitment@wacarts.co.uk





Dear Applicant,

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.

For more than 45-years, Wac Arts has delivered an accessible Arts Programme engaging an estimated 30,000 children and young people. We are experts in working with those from diverse backgrounds, bringing together young participants with different abilities, genders, ethnicities, cultures, religions and lived experience to take part and learn together. Continuing to build on its success, the charity is now looking forward to an exciting future with the ambition to continue to build its affordable arts programme.

The role is offered on a permanent, part-time basis and requires some weekend and evening work. You must be passionate about the work we do and able to connect with young creative people.

We would particularly welcome candidates from the global majority who could provide the team the diversity in thoughts, lived experiences and skillsets that match the diverse community Wac Arts serves across London.

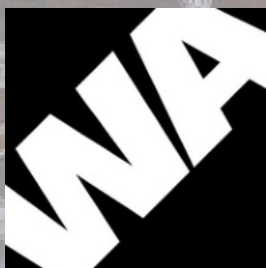
This pack contains further information about Wac Arts and the role. If you would like to have an informal chat about this opportunity, or have any queries, please feel free to contact us on recruitment@wacarts.co.uk.

We look forward to receiving your application.

Kind regards,

A handwritten signature in black ink, which appears to read 'Ann Main', is positioned above the printed name.

Ann Main
Director - HR & Administration



ABOUT THE ROLE

KEY RESPONSIBILITIES

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

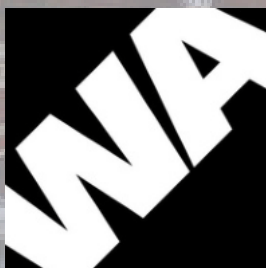
IT, SYSTEMS AND DATA

- 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.





ABOUT THE ROLE

KEY RESPONSIBILITIES

- 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.





ABOUT THE ROLE

JOB DESCRIPTION

Job Title:	Operations & HR Manager
Salary:	£28,800 (£36,000 FTE) per annum
Contract:	Permanent part-time
Hours:	4 days per week (0.8 FTE) with flexible hours
Report to:	Director - Administration & HR
Location:	Wac Arts, 213 Haverstock Hill, London NW3 4QP

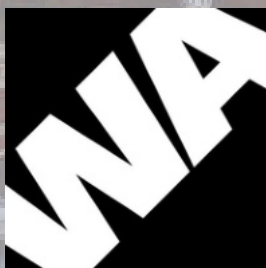
PERSON SPECIFICATION

Candidates must have a clear understanding of and commitment to the aims of the Charity. Candidates will ideally possess and be able to demonstrate all or most of the following:

ESSENTIAL SKILLS AND ATTRIBUTES

- Practical experience in day-to-day operations across facilities, H&S, contracts, and event/venue operations within building-based cultural or non-profit 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.





ABOUT THE ROLE

- 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.

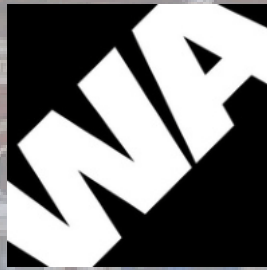
DESIRABLE

- 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

- 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.





ABOUT THE ROLE

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.





HOW TO APPLY

Wac Arts are committed to the equal treatment of all current and prospective employees, starting with our application process.

We have implemented an anonymised shortlisting process. All applications must be submitted via our [online application form](#). Your application will then be anonymised for the screening stage.

You are unable to save the application as you work, so we recommend you prepare answers to the questions in advance. You can access a copy of the application questions from our [website](#).

We also accept audio recordings (MP3 file) or a video application of up to 3-4 minutes (MP4). If you prefer to apply using one of these formats, please contact us at recruitment@wacarts.co.uk for assistance.

Application deadline: End of day **Friday 27th February**

Interviews will be held the week commencing **2nd March 2026**.

If you would like a version of this pack in an alternative format (e.g. large text), please feel free to contact us and we will do what we can to support your request. Please call 020 7692 5800 or email recruitment@wacarts.co.uk using the subject heading "Operations & HR Manager".





HOW TO APPLY

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.

At Wac Arts we strive to be a leader in diversity and inclusion. Reducing inequality is the cornerstone of our mission. It is vital that we understand the diversity of our own organisation accurately and at all levels.

As such, we would like to ask you to complete the optional form [here](#).

DBS STATUS

The successful applicant will be required to undertake a Disclosure and Barring Service (DBS) Enhanced Disclosure and appointment to this post is subject to Wac Arts being in receipt of a satisfactory DBS Disclosure, under section 115 of the Police Act 1997. We will arrange this for the successful candidate.





ABOUT WAC ARTS

MISSION

Nurture children and young people's creativity through the arts.

VISION

- An organisation that is nationally recognised for its expertise in providing accessible arts provision, and for playing a significant role in the creative journey of children and young people.
- An organisation for, by and with communities to engage, enhance and elevate youth arts.

PURPOSE

To provide access to arts for children and young people, particularly those who are experiencing barriers to participation.

GOALS 2024-2027

- Continue to provide an affordable arts programme for children and young people, irrespective of their background or abilities.
- Further develop the young company offering in place as part of the arts programme.
- Continue to provide Continuing Professional Development opportunities for teachers, young artist practitioners and those who engage with children and young people in the arts.
- As custodians, manage the upkeep of the Old Town Hall building as a community asset.
- Continually develop an organisational culture that promotes the charity's values and principles of inclusion, collaboration, and staff development.
- Be a financially resilient and sustainable organisation.