



BUSINESS OPERATIONS MANAGER

Salary: £37,500 pro rata

Hours of Work: 3 days per week

THE ROLE

The Business Operations Manager will oversee and manage the effective running of the programme and all the operational processes within it. You will offer solutions, ideas, and make judgements and decisions on behalf of the Programme Director, Things Made Public and the programme Board when required. You will be a key interface between funders, finance, HR and contractors.

ABOUT BASILDON CREATIVE PEOPLE AND PLACES

BasildON Creative People and Places is a radical cultural programme funded by the Arts Council England, placing cultural democracy at its very heart. We believe that Basildon is a borough of 180,000 artists, each capable of contributing to the cultural vitality of the place. We understand that participation in culture occurs at many levels; any one individual can be an audience, a critic, a craftsperson, a participant, a producer, a consumer, a curator or a programmer. Each of these roles have value and validity, helping to support the social bonds and sense of identity that gives cultural activity its power.

BasildON Creative People and Places is administratively led by Things Made Public CIC, who employ the programme team, administer the funding and line manage the Programme Director. The programme is governed by a Board. The programme Board brings together key stakeholders in the town and currently consists of representatives for the Local Authority, Together in Musical Expression, Basildon Library and GhScientific. We are in the process of expanding the programme Board to include South Essex College and Swan Housing Association. Together, the programme Board unites unique perspectives and skills that will ensure the BasildON Creative People and Places programme is truly diverse and collaborative, making the most of the existing assets already in the borough.

ABOUT THINGS MADE PUBLIC

For over 10 years, Things Made Public have been working at the intersection of private, public and third sectors to make culture a part of everyday life, taking it out of institutions and into communities, high streets and the places that matter most to people. We connect the dots between developers, private landowners, businesses, markets, business improvement districts, funding bodies, local authorities, cultural organisations, communities and artists to create meaningful culture, from public art commissions to community-led venues, pocket parks, cultural strategies and festivals.

Whether it be transforming the Quadrant Shopping Centre through artist residencies and creative enterprise; delivering community green infrastructure through the Romford Pocket Park programme with the Romford BID; or running town-wide public art programmes such as Take a Walk on the Wild Side; all of our projects are based on principles of genuine collaboration with and between communities, public sector and private sectors to create culture that is rooted in the identity of the place. Our mission is to amplify the voices of the communities in which we work. We plug in the sound equipment, we run the sound check and we ready the stage so that communities can make a stronger, louder and braver sound than ever before.

MAIN RESPONSIBILITIES

PROGRAMME MANAGEMENT

- Be the main point of contact between the BasildON Creative People and Places programme and Things Made Public CIC with regards to all operational aspects of the programme (legal, financial, HR and other communications as necessary).
- Lead the BasildON Creative People and Places programme operational coordination through the management of BasildON employees and freelance/associate output with regards to contracts, meetings and finance.
- Work with the BasildON Programme Director, Things Made Public CIC and the programme Board to identify, develop and deliver programme opportunities and strategies to ensure the programme's stability and growth.
- Contribute to the creation of culture that encourages ownership, initiative, and best in class stakeholder relationships and maximising staff capacity to deliver above funders expectations.

FINANCIAL

- On a daily basis co-ordinate with the BasildON programme team and Things Made Public CIC to invoice clients and chase outstanding monies and oversee petty cash procedures.
- On a weekly basis co-ordinate with BasildON programme team and Things Made Public CIC to manage weekly payment runs.
- On a monthly basis work with the BasildON programme team and Things Made Public CIC to clarify monthly payroll and work with the company accountants to reconcile programme finance.
- On an ongoing and continual basis support the BasildON Programme Director to develop and prepare project budgets, monitoring project performance and cashflow, looking at potential cost saving and efficiency opportunities, and develop and support the preparation of the annual programme budget, monitoring programme performance and cash flow.

MEDIA, MARKETING & BRAND MANAGEMENT

- Oversee the programme brand development and website update.
- Be the main point of contact for all external companies related to PR, branding and the website.



OPERATIONAL MANAGEMENT

- Devise and implement all necessary policies and operational procedures.
- Manage the BasildON programme team's diaries and provide administrative support where required.
- Assist in building the BasildON programme team and lead on development and delivery of successful onboarding processes.
- Manage BasildON programme team training and professional development opportunities..
- Oversee the smooth running of software requirements and allocation.
- Ensure that the BasildON programme is complying with all relevant legislation, including that for GDPR and Health & Safety.
- Management of the digitalisation of the BasildON programme.
- Any other duties as may reasonably be expected for the effective performance of the job.

PERSON SPECIFICATION

Essential:

- Previous experience as a Business Operations Manager or in a similar role.
- Good knowledge of operational management.
- Experience with databases and project management software.
- The ability to interpret financial data and allocate budgets.
- Able to adapt to fast changing situations and environments.
- Able to work across private, public and third sector.
- Passionate about people.
- Driven and would like to have a hand in shaping an impactful programme.
- Solution focused with a "can do" attitude.
- Curious and ambitious - if you don't know how to do something, you're happy to learn.
- Great communicator verbally and written.
- Strong coordination skills, with the ability to manage a team of creative people.
- Good administration skills, able to lead and maintain organisation across the programme.
- Great people skills, able to work with challenging stakeholders.

CONTRACT TERMS

HOURS OF WORK: 3 days per week. We operate a Time Off in Lieu (TOIL) system, so that additional time worked is taken off.

SALARY: £37,500 pro rata

CONTRACT TYPE: Fixed term contract offered by Things Made Public CIC on behalf of the BasildON Creative People and Places programme until March 2025. Contract may be extended subject to funding for future phases of BasildON Creative People and Places programme.

RESPONSIBLE TO: BasildON Programme Director

RESPONSIBLE FOR: BasildON staff, freelance individuals, subcontractors and volunteers

LOCATION: Hybrid working, including at least 50% of the week onsite in Basildon.

ANNUAL PAID LEAVE: 33 working days paid leave (pro rata), including public holidays



APPLICATION INFORMATION

DEADLINE FOR APPLICATION: Tuesday 12th September 2023

INTERVIEWS: Interviews will take place on **Thursday 28th September 2023** in person in Basildon, the panel will include Things Made Public, Arts Council England and a representative from the BasildON Board.

If you would like to discuss the role before applying please contact: **lauren.martin@thingsmadepublic.com** to arrange a call.

TO APPLY: Please email your application to Kate Thompson, Business Operations Manager at **recruitment@creativebasildon.co.uk**

To submit an application please send in an up to date CV, with details of two referees and a covering letter outlining your interest and why your experience makes you an excellent fit for the role.

BasildON Creative People and Places will accept the following formats for the statement, please clearly label your files with your name:

- Written statement that is no more than 2 sides of A4
- Video submission that is no longer than 2 minutes

BasildON Creative People and Places is a diverse organisation, committed to equal opportunities and we welcome applications from all sections of the community.

