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**QUIET COMPANY**

**JOB DESCRIPTION**

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| **JOB TITLE: Swarthmoor Hall (Site/Project) Manager** **REPORTING TO**: General Manager, Quiet Company**RESPONSIBLE FOR**: Site Supervisor, Administration Assistant, Customer  Service Assistant(s), Gardener, Housekeeping Assistant, Volunteers **DEPARTMENT**: Quiet Company **DATE**: January 2023  |

 **Job Purpose**

The effective project and site management of Swarthmoor Hall, its partnerships, staff and volunteers. This includes liaison with all stakeholders, including Britain Yearly Meeting Trustees and other governance bodies, contractors and consultants on the delivery of the Swarthmoor Hall redevelopment project, comprising renovation, curation and conservation and interpretation, and ongoing site management. To implement the vision of BYM Trustees for Swarthmoor Hall: *‘To sustain Swarthmoor Hall as a recognised international Quaker visitor centre in Britain and to inform and engage with its visitors by telling the story of the “Cradle of Quakerism”, George Fox, Margaret Fell and Quakers today’.*

**Key Accountabilities & Main Tasks**:

1. As **Site Manager**, to oversee and effectively manage all day-to-day activities on the Swarthmoor Hall site including visitor centre, main Hall, accommodation and letting apartments, conference centre, Café/catering services, facilities, car park, grounds and gardens.
2. To act as the key **Project Manager** for the ongoing redevelopment of the Swarthmoor Hall (SH) site in managing and liaising with all contractors, consultants, Britain Yearly Meeting (BYM) and Quiet Company (QC) committee/board members and with all staff and stakeholders.
3. To work with the SH Project Team in planning and organising the schedule and scope of works and acting as the main contact/liaison on site in overseeing and completing the work within the project and across the site
4. To work with the Head of Library and Archives to ensure that the collections at Swarthmoor Hall are managed and curated appropriately in line with policies and procedures agreed by BYM Trustees.
5. To recruit, lead and engage with all staff on site and determine the necessary staffing levels as required throughout the year in consideration of seasonal demand and visitor footfall.
6. To work with QC management and People Team on evaluating and delivering all learning and development and training requirements for the SH site team and managing all personnel practices and procedures in accordance with the Staff Handbook. To deliver and oversee the World Host Principles of Customer Service progamme to ensure that all staff consistently provide an exceptional customer experience
7. Manage the work and activity programme including the Hall’s programme of events (spiritual, historic & community based), the provision of conferences and meetings, guest accommodation and lettings, arrangements for guided tours, pilgrimages and visits from Quaker and other groups, organisations and individuals, being a resource for Friends in the region
8. Maintain, develop and monitor appropriate operational policies and manage systems to support the operation of the Hall including compliance with all Health & Safety requirements, inspections and reports.
9. Maintain and develop opportunities for volunteering and manage volunteers, including overseeing the work of various project teams and professional advisers to them
10. Plan and manage staff and volunteers work schedules (and use of external contractors where appropriate) including supplying payroll information to People Team.
11. Develop and deliver a business and operational plan and operating budget including monitoring income and expenditure and submitting monthly reports to QC and finance. Develop additional business plans with potential business partners as appropriate.
12. Keep accurate financial records including all income and expenditure and payroll and provide management information as required
13. Promote the vision of BYM Trustees for Swarthmoor Hall and its facilities, liaising with Communications staff where appropriate.
14. With the QC General Manager, produce an annual sales and marketing plan to include a monthly marketing activity chart, annual social media calendar and communications strategy.
15. Direct the site team in fulfilling all marketing and promotional activities and writing PR copy. Take responsibility, with BYM, for website content and communications and print material (brochures etc.)
16. Ensure the security and maintenance of the Hall and the collections, liaising with relevant BYM colleagues where appropriate and with QC Facilities & Property Services department.
17. Integrate the work of the Hall within the wider work of Britain Yearly Meeting
18. Liaise with other Quaker centres, both regional and national, to aid synergy of purpose and to avoid overlap and duplication of programmes and manage partnerships with Quaker and other organisations in planning or running of joint initiatives
19. Liaise with local and area meetings seeking to identify new ways to support Friends and their concerns - to make sure the Hall is delivering what Friends want and to maximise the use of the Hall as a Quaker resource
20. Act as an ambassador, with the team, for the Hall and Quakers
21. Development of Quaker outreach and revenue streams and as a site of interest for visitors
22. Ensure an effective welcome for all visitors, guests and people who come to Swarthmoor.
23. Ensure that all minimum quality standards and all necessary procedures, policies and practices are in place for the effective, quality-led delivery of exceptional guest and visitor experiences.
24. To manage and develop the SH site catering/Café services including menu provision, catering equipment, food purchasing and menu planning, food cost control and pricing, staffing levels, marketing & promotion, and all aspects of operational delivery
25. To ensure that all accommodation across the site is properly prepared, maintained, serviced and delivered to the necessary accommodation standards including the development and improvement of apartments and letting accommodation.
26. To organise the letting of accommodation at SH through the website, online platforms e.g. Air B’N’B, cottages.com, booking.com, etc and that all income, records, and statistical data are captured and reported.
27. To operate the visitor centre in accordance with BYM/QC operational procedures and MQS to ensure the consistent provision of all agreed services
28. To operate, market and promote the SH conference centre to maximise sales and create a quality conference and meeting venue that exceeds the expectations of users and reflects the values of BYM
29. Promote the commitment of Britain Yearly Meeting to sustainability through the way in which the site is managed and in compliance with QC plans for *‘profit, planet and people’*.
30. To act as the site duty manager ensuring the effective daily opening and closure of the site and to be ‘on call’ as necessary to ensure effective security, control and oversight of Swarthmoor site
31. Any other duties as reasonably required by the post or the line manager

**2. Intellectual Demands**

The main challenge is the diversity of the role and acting as the main ambassador for Swarthmoor. It encompasses:

* strategic thinking – including understanding the dynamics of diverse markets (spiritual courses and retreats, heritage, holiday accommodation, conference & meetings venue, community resources) and identifying opportunities
* Maximising the use of limited resources (space, money, staff, volunteers, facilities, time)
* Managing: finance, marketing, HR, property management & development (including 17th century hall, conservation of historic rooms and collections, & the refurbishment of accommodation), overseeing housekeeping & catering, gardens & woodlands, customer service and revenue streams
* Planning work programmes and budget controls
* Prioritising resources and workloads
* A high level of attention to detail and the ability to work quickly and accurately under pressure.

**3. Judgements**

The post is self-directed within the framework of the overall framework of the BYM Trustees vision for Swarthmoor Hall and wider policies and procedures in BYM and Quiet Company. The job requires:

* Making operational decisions on a daily basis and strategic decisions in consultation with relevant colleagues in BYM and Quiet Company
* Balancing the Hall’s spiritual activities & environment and the commercial aspects of the Hall’s work
* Identifying when and how to communicate possible opportunities or new initiatives to managers and colleagues in BYM and Quiet Company
* The ability to balance personal motivation, enthusiasm and leadership skills with working within a wider organisational context to implement the vision, and balancing priorities within a diverse role
* Making financial judgements on the cost-effective management of the site and in maximising income generation.
* To liaise and partner with external groups, associations and networks in the development of best practice and continuous improvement and in developing knowledge of historic sites, visitor attractions, conference venues and accommodation provision.

**4. Use of Resources**

* Manages the SH site team and a large and diverse group of volunteers (and day centre volunteers) looking for ways to use peoples’ abilities, provide development opportunities and funding for training
* Manage residential volunteer programmes including – ‘Friends in Residence’, ‘Friends of Swarthmoor Hall’ and ‘Quaker Voluntary Action’ programmes – which require tailored work programmes and supervision during their stay
* Selects and manages contractors as appropriate within budgetary limits
* Selects and manages suppliers and specialist advisers within budgetary limits and ensures full compliance with BYM procurement and purchasing procedures.
* Manages the budget and the delivery of all business, operational and sales and marketing plans
* Manages all resources in compliance with Quaker values around sustainability, environmental welfare, and the protection of the planet

**5. Communications**

* ***At Swarthmoor Hall*** – contractors, consultants, staff, volunteers, project groups and local associations, community and stakeholders. The communication is ongoing, frequent, face to face, with email and phone contact as necessary.
* *Contractors/Consultants* – M&E contractors, building works, designers, graphic design & marketing, cleaning and catering, conservators (furniture, metal work, books), architect, interior designers, builders, and suppliers
* *General Public, Visitors/ tour groups, local and area Quaker meetings and community*
* *Press* To develop relationships with editors in local newspapers and magazines to get regular press coverage of the Hall. Also, to write press releases to promote special openings, events or the work of our projects and teams
* BYM/QC–, Quiet Company, BYM Trustees, Quaker Centre bookshop, the Library and Archive Service at Friends House, Communications and Fundraising, Quaker Life, IT, Head of Estates, People Team, Finance. Most communications are at an operational and functional level relating to the running of the Hall.

**6. Physical Demands & Co-ordination**

* Working flexible and long hours during busy periods of the year, including evening, weekend working and travel
* Providing out-of-hours emergency cover as necessary and to be ‘on call’.

**7. Working Conditions and Emotional Demands**

These include:

* The post holder is located at a distance from their peer group and line manager
* Managing and support a large and diverse group of staff and volunteers who may have employability issues and special needs.
* Responding to the various needs of visitors, guests, facilitators – individuals and groups (up to 100 people on site on a busy day)
* Management of courses, facilities, contractors – especially at times when there are unforeseen problems and through the project management phase

**OTHER RESPONSIBILITIES:**

* To undertake duties and responsibilities commensurate with the post
* Responsible for ensuring that BYM’s Safeguarding Policy is adhered to in all aspects of the role
* Responsible for ensuring that BYM’s Equal Opportunities Policy is adhered to
* Responsible for ensuring that BYM’s Health & Safety Policy is adhered to at all times
* Responsible for ensuring  that BYM’s commitment to sustainability is adhered to
* Responsible for ensuring that Britain Yearly Meeting’s Staff handbook is adhered to at all times.

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**BRITAIN YEARLY MEETING**

**PERSON SPECIFICATION**

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| **Job Title: Swarthmoor Hall (Site/Project) Manager****Department** Quiet Company**Date:** January 2023 |

**ESSENTIAL KNOWLEDGE**

Knowledge of and sympathy with Quaker values

Projects and Facilities management

Oversight of historic buildings and curation

Hospitality management of accommodation and catering services within a heritage site setting

**ESSENTIAL QUALIFICATIONS**

Degree level or equivalent in facilities, hotel/hospitality, projects, national heritage

NEBOSH Level 2 or above or equivalent

Numeracy and Literacy Current driving licence

**ESSENTIAL EXPERIENCE**

* Experience of fully managing an historic house or heritage site, visitor attraction, museum, or similar including accommodation, hospitality, visitor centre, property maintenance and curation.
* Demonstrable experience of complete project management within an historic house or heritage site, visitor attraction, museum, or similar including contractor/consultant management and oversight of works programmes, planning process, budgetary and cost control, M&E, building works, grounds/garden maintenance, accommodation, hospitality and historic/heritage buildings.
* Proven experience of staff management, leadership and motivation including the ability to build an effective team and motivate staff and volunteers and delegate where appropriate

**ESSENTIAL SKILLS**

* High level project management and works planning, organisation and oversight
* Excellent business/financial management skills
* Conscientious and highly motivated, with a hands-on approach and ‘can do’ attitude
* A people person, capable of providing inspirational leadership
* Excellent communication (both written and verbal) with proven administration/IT skills
* Tactful and diplomatic, with the ability to resolve conflict with grace, integrity and sensitivity.
* Facilities management skills around property and site maintenance and legislative compliance

**DESIRABLES**

* A broad understanding of the demands of a heritage attraction open to visitors, in the context of a historic building, and with a varied historic collection of furniture and objects
* An understanding of the balance required between access and conservation
* Used to working with limited resources, and using these resources as effectively as possible
* Experience in working closely with volunteers
* Experience in delivering corporate or private hospitality, public and private events
* Understanding of and ability to work with the dynamics of diverse organisations,
* Preserving and delivering the Quaker ethos in the Hall’s activities

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| Job Description Agreement: Date:Post holder: Line Manager: |