

Operations Manager

Job description and information

Introduction

Four Corners is a centre for socially-engaged film and photography, and a registered charity. Our building at 121 Roman Road, Bethnal Green, includes a Gallery, training spaces and a studio, communal darkrooms and staff offices. The five-story building also houses over 20 creative companies working in film, photography and related media, including Labyrinth Photographic, the award-winning, colour pro lab printers, and the production company Nowadays. We own the freehold of the building. Our programmes receive funding from Arts Council England, the National Lottery Heritage Fund, trusts and foundations, and we generate earned income from room and desk space hires, equipment and facilities. Our annual turnover is around £500,000 and we employ 8.3 FTE staff, comprising 14 people.

Our mission

Four Corners champions access to, and engagement with socially-engaged film and photography for people from under-represented communities. Our aim is to help change unequal access to the arts, and to engage with untold narratives and histories, building on fifty years of progressive practice. We achieve this by:

- Supporting people with free skills training and creative opportunities;
- Working with artists to develop, create and exhibit their work;
- Engaging audiences with exhibitions and events that explore radical and diverse visual histories, and generate new creative work;
- Providing research, learning and participatory programmes with Four Corners' Archive, a nationally significant collection of the early history of Four Corners and the Half Moon Photography Workshop/Camerawork held at Bishopsgate Institute and online at www.fourcornersarchive.org
- Collaborating with partners across visual arts, film and TV, archives, community and higher education to deliver our programmes.
- Building our staff, board and programmes to reflect our values and mission, to achieve our commitment to best socially-engaged practice across all our areas of work.

Further information: www.fourcornersfilm.co.uk

Operations Manager

Job description

Four Corners seeks an experienced person as an Operations Manager to join its team. This is an exciting opportunity to work with staff across Four Corners' programmes.

The postholder will be responsible for supporting Four Corners centre as an inclusive, welcoming and creative environment. We are seeking someone who will help strengthen our values and mission, and ensure a best-practice approach for all staff, visitors, participants and building tenants. You should be a skilled communicator, passionate about supporting people's well-being in a safe and secure environment.

We are seeking applicants with expertise in human resources and office/building management, and experience working with IT systems. Applicants must have a demonstrable, and a high-level track record of work, preferably within the visual arts and or charitable sectors. See the *Job Description* and *Person Specification* below.

The Operations Manager will work closely with the staff team, and report to the Artistic Development Director, Carla Mitchell. The post is offered for 14 hours per week, on an initial 12-month contract.

To apply

Please submit your up-to-date CV, with a covering letter via email to Carla Mitchell, carla@fourcornersfilm.co.uk

Your covering letter should outline:

1. Your interest in, experience and suitability for the post
2. How you meet the **Person Specification** (see Page 6)
3. Whether you would like to be offered an interview under the **Guaranteed Interview Scheme** (see Page 3 below).

Deadline for applications is 10am on Monday 13 March 2023. Interviews will take place in the week of 20th March.

Guaranteed Interview Scheme

We know that people from certain backgrounds and identities are often excluded in the arts and we're committed to doing what we can to correct this. Therefore we particularly welcome applications from marginalised groups, especially people of colour and other ethnic minorities, people who identify as LGBTQIA, Disabled people and those who identify as working class or have been historically excluded.

We operate a Guaranteed Interview Scheme for candidates belonging to groups currently under-represented in the visual arts and moving image sectors, who meet the essential criteria for the role and would like to be considered under this scheme. This scheme covers:

- All candidates who identify as disabled (including Deaf, disabled, neurodiverse and those with learning disabilities) and who meet the essential criteria for a role;
- All candidates who identify as people of colour or as belonging to an ethnic minority group.

Please state in your covering letter if you would like to be included under the Guaranteed Interview Scheme as outlined above.

Job Description

Operations Manager

- Reporting to the Artistic Development Director
- 12 month fixed-term contract, 14 hours per week
- £33,204 gross per annum, pro rata.

Place of work: 121 Roman Road, London E2 0QN.

Hours: Monday to Friday 10.00 - 6.00. 14 hours per week, days of work to be confirmed, with flexible working possible.

Pension: There is a discretionary company pension

Annual leave: Six weeks holiday plus Bank Holidays, pro rata.

Main responsibilities

HUMAN RESOURCES

Act as the HR Lead for:

- Supporting staff well-being, helping to provide a good work-life balance and a positive work culture for all staff.
- Record keeping and managing staff timesheets, holiday, sick leave, Time off in Lieu, and ensure all GDPR requirements adhered to.
- Staff recruitment, job descriptions and contracting new staff, ensuring recruitment procedures meet best practice for Equal Opportunities employment.
- Induction for new staff including to Safer Spaces Policy.
- Organise annual staff appraisals with Line Managers, and follow up on any performance requirements.
- Support staff training, maintain records, and ensure legal requirements are kept to.
- Helping interview freelance trainers, issuing and maintaining consultant contracts.
- HR Working Group - to lead the quarterly staff and board working group.
- Maintenance and distribution of the Staff Handbook.

VOLUNTEERS AND FRONT OF HOUSE

- To be the first point of contact for volunteer and work experience applications, and to support Front of House interns and volunteers, working with other key staff.

POLICIES & PROCEDURES

- Responsible for developing and updating organisational policies and procedures, working with the Artistic Development Director and other staff; and ensuring that they are maintained in accordance with current law and best practice.
- To ensure that staff contracts comply with current employment law.
- To lead on any Safeguarding and Complaints, to ensure best practice response.
- To lead on acquiring a Trusted Charity Mark quality assurance or similar quality mark.

OFFICE, BUILDING AND HEALTH & SAFETY

Responsible for providing a safe working environment for staff, tenants, visitors and participants. The postholder will line manage the Building Assistant, to ensure the following delegated responsibilities are carried out:

- Annual (or otherwise) servicing and maintenance is carried out, including fire risk assessments, fire alarm tests, fire drills and other building-related risk assessments.
- Health & safety, fire, environmental and other legislation compliance and records maintained, with signage for Employer Public Liability, Health and Safety, Fire Drills and other information displayed appropriately.
- Support building tenants' needs, and provide necessary advice as needed.
- Front of house area is clean, welcoming and well-maintained.

IT

To act as the Lead for IT systems and infrastructure working with relevant Comms staff and the external supplier of IT services, and to maintain an IT asset register.

Governance

To support quarterly trustee meetings, producing papers, attending meetings, taking minutes and distributing.

General

To attend and represent Four Corners at relevant staff, project, board and external meetings and events.

PERSON SPECIFICATION

Essential:

- An excellent communicator, with strong people management skills.
- 3-5 years relevant experience working in human resources within a small to medium organisation, including administration, recruitment and target setting.
- 3-5 years relevant experience working running a building facility within a small to medium organisation.
- Health and Safety legislation including carrying out routine risk assessments, fire and safety training etc.
- Demonstrable understanding of key organisational policies and procedures.
- Advanced IT skills including Mac operating systems, Google workspace administration, Adobe plans and applications, SharePoint/Microsoft 365 administration, Microsoft Office Suite.
- Excellent organisational skills.
- Excellent, and proven, written and oral communication skills.
- A proven ability to work in a team with a diverse range of people, and on your own initiative.
- A demonstrable commitment to promoting an inclusive culture and Safer Spaces.

Desirable:

- Experience of working in visual arts, film, archives, museums or another related cultural sector.
- Experience of working in the voluntary and charitable sector.
- Experience of minute taking for a board of trustees or similar.
- Health and Safety qualification.
- Experience working in East London.
- Level 5 CIPD qualification or equivalent accreditation in HR or People Management.