

Outside In Operations Manager Job Description



Salary: £28,000-30,000
Hours: 5 days/week (37.5)
Contract: Permanent
Location: Chichester
Report to: Director

Outside In is an award winning charity working to create a fairer and more inclusive art world. Through our exhibitions, active online community and professional training programmes, we provide a platform for artists who find it difficult to access the art world for reasons including health, disability, isolation or social circumstance. Founded in 2006 at Pallant House Gallery in West Sussex, Outside In became an independent charity in 2016 and joined Arts Council England's National Portfolio in 2017.

Overview of the role

The Operations Manager works closely with the Director and oversees logistics, operations and contributes to the financial sustainability of the organisation. They will lead on financial management and maximise the profitability of Outside In's commercial initiatives. The Operations Manager is also responsible for overseeing the effective running of the organisation, including HR, policies, Health & Safety, data protection and IT, and effective and timely reporting to key stakeholders including Arts Council England.

The Operations Manager reports to Outside In's Director and has line management responsibility for two members of staff: Communications Coordinator and Step Up Coordinator.

This is a broad role and we are looking for aptitude rather than an exact match with every element of the job. However, the ideal candidate will be a driven, dynamic individual with a solid understanding of financial management and good commercial nous.

As this is a senior position, candidates with at least one year's relevant experience in a similar role or roles, preferably within the arts, will be given preference.

Job Description

Overall purpose and role

General organisational management

- Working closely with the Director and the Finance Team at Pallant House Gallery to oversee the financial management of the charity, including the production of monthly management accounts, the annual report and submission of accounts to relevant bodies
- Monitor overheads and service provider contracts to achieve operational efficiencies
- Support the Director
- Ensure that the requirements of Arts Council England payments are met, including leading on annual reporting
- Oversee insurance for the charity and review annually
- Monitor implementation of Health & Safety across all areas of the charity
- Lead on IT, including managing the Outside In CRM, data protection and website
- Lead and be responsible for securing the resources, equipment, facilities and any other items required for the successful delivery of the Outside In programme
- Oversee the development of audience and digital strategies and plans
- Working with the Communications Coordinator and Exhibition, Artist Development and Step Up Coordinators on developing the communications strategy and delivering staff and volunteer training

Line management

- Two staff currently: Communications Coordinator, Step Up Coordinator (potentially rising to three)

Income generation

Individual Giving

- Oversee management of Outside In's website and database and donor profiles

Commercial income

- Develop and maintain financial oversight of Outside In's commercial strategy
- Work with the Exhibitions Coordinator to maximise profits from art sales and other commercial activities

Project management

- Coordinate the final implementation of the new Outside In website

Skills, Knowledge, Qualifications and Experience

(Job specification)

Essential

- Outstanding and proven organisational management experience at an executive or senior level in a cultural organisation
- Experience of financial reporting, including setting and overseeing substantial budgets
- An enthusiasm for working creatively and sensitively with funding and regulatory bodies
- Ability to work with high level funders and stakeholders
- Excellent communication and networking skills
- Recognised skills in staff development and team building
- A broad understanding of IT issues, including data protection, CRM management and website development
- A good understanding of project and buildings management
- Good awareness of employment law and statutory regulations and of the legal issues relating to franchises and sub-contracts

Desirable

- Experience of CRM database software
- Experience of website management
- Experience of working in the voluntary sector
- Sound understanding of, and commitment to inclusion and equality and the ability to change attitudes in the wider arts sector
- Knowledge of the arts, especially the visual arts
- Knowledge/experience of Health & Safety

Support

You will be line managed by the Director of Outside In