

JOB DESCRIPTION



Title	Operations Manager
Employer	The Arts Society
Manager	Chief Executive
Contract	Full-time, permanent role (35hrs per week). Hybrid working (usually 2 days per week in the London office).

ROLE OVERVIEW

To provide executive support/facilitation for C-Suite and Board activities and support governance. Coordinating key business and operational work strands against the strategic context. Manage and streamline resources, including HR, for the smooth running of the management function. To support the Chief Executive and Chair of the Board with administrative requirements. To be a sounding board for the CEO and other senior management and assist with senior management tasks, including decision making, project management and business strategies.

DUTIES

GOVERNANCE

- To act as Board Secretary; organising Board meetings, preparing and circulating papers, taking and circulating minutes, maintaining actions, and supporting the Chair and Trustees in their duties.
- Duties include maintaining the master files for the AGM, Board, Executive and other committees as directed; supporting the Trustee appointment process in liaison with the Board, onboarding Trustees, and ensuring all regulatory requirements are met; and managing the governance content of the central website.
- Organise sub-committee meetings as required including the trading subsidiary Boards (NADFAS Enterprises and NADFAS Tours).
- Oversee the organisation of the AGM in collaboration with the Board and colleagues including venue booking and any related events.
- Oversee compliance related matters ensuring that the company operates in compliance with relevant laws, regulations, and industry standards. Where required, produce and update governance processes and policies ensuring the organisation is complying with regulatory requirements and adhering to good governance. This may include being the main contact for organisations such as the Charity Commission and Companies House.
- Be the liaison between the Board and Area teams; organising Area Forum meetings and coordinating Trustee attendance at Area meetings.

FINANCE

- To be a point of contact and liaison with the external finance company with regards to communications and Board meetings.

- RBS Bankline – user of online banking; setting up payroll payments and authorising payment runs as required.
- RBS Company cards – internal management of the company cards in liaison with the finance officer.

HR

- Be responsible for internal HR Management including recruitment, inductions, training, staff welfare, performance evaluation, absence management, and other HR related matters.
- Coordinate staff meetings and staff related events.
- Coordinate with the external HR support company (Worknest) as required.
- Responsible for the administration of the online absence management tool.
- Management of payroll and pension including preparation of payroll information for the external payroll company; updating pension information and maintaining internal payroll data for finance.

OPERATIONS

- Responsible for the internal facilities and supplier management of the organisation to facilitate the smooth running of office functions.
- Lead contact for the workspace relationship (LABS).
- Maintain a register of central services suppliers including contract management.
- Collaborate with senior management to implement the organisational strategies at an operational level.

MEMBERSHIP

- Support the membership team with any enquiries, answering calls and emails.
- Arrange the bi-annual Town Hall meetings (on Zoom) between membership and Trustees.
- Use the membership data platform (Civi CRM)

Other

- To have working knowledge of Google Workspace and Microsoft 365
- To undertake duties as directed to assist in the smooth running of The Arts Society
- To support and assist others in any aspect of their work and provide emergency cover as directed.
- The role may involve weekend and evening work and overnight stays (due notice will be given if these are required).