



Royal School of Needlework

Operations Manager (part time)

Salary c£35K FTE

The Royal School of Needlework is the international centre of excellence for the art of hand embroidery and a charity. Our mission is to keep the art of hand embroidery alive through teaching and commissions; we take this heritage skill and make it exciting, creative, contemporary and new through a range of programmes including day classes, Certificate and Diploma in Technical hand embroidery, Future Tutor programme and BA Degree in Hand Embroidery for Fashion, Interiors and Textile Art. We also offer commercial services for new commissions and conservation embroidery through our embroidery Studio and have special projects to introduce stitch to schools.

Over the last few years the RSN has grown significantly and in the last year alone created many 'firsts' including distance learning programmes, *Embroider A Selfie* for Schools and a US Summer School. So as we continue to grow we need a really experienced Operations Manager to ensure the smooth running of the organisation and especially to take some work load off the Chief Executive.

This role is initially advertised as part time, three days a week. It will report directly to the Chief Executive and you will be a member of the Senior Management Team. It is based at our headquarters in Hampton Court Palace.

You will have had previous operational management experience including team management and HR experience for liaising across all parts of the organisation. You will need excellent organisational skills to help manage the 'bigger picture' and experience of managing projects and budgets. You will need experience of managing CRM systems as you will act as systems administrator for our database (Access ThankQ). You will also need experience of developing and updating policies, ideally in relation to higher education and of quality reporting in relation to the annual submissions to the QAA, OfS and the OIA.

Job description

Operations Manager

Reporting to the Chief Executive

One direct report

Main purpose

To ensure the effective running of the whole RSN operation including logistics issues.

Role description

To oversee the operations of the RSN

To undertake the core aspects of the HR management.

To be responsible for ensuring policies are up to date and published on the website, where necessary, to the timetable required by the RSN's overseeing bodies (QAA, OFS, OIA)

To be the systems administrator for our database (ThankQ 10.1), website and API links (Marketing will have content ownership of the website).

To Chair the weekly Ops meeting to have an overview of all RSN activities.

To oversee project management of new initiatives.

To ensure best use is made of the space available.

To have an overview of health and safety issues working with relevant colleagues

Other activities as requested by the Chief Executive or Finance Director

Personal skills and experience

You will need good organisational skills including being calm, methodical and organised.

Experienced in HR matters

Skills in Microsoft office and experienced user of databases

to be a quick learner

a can-do positive attitude

a team leader and excellent communicator who can work effectively with colleagues at all levels.

A background in or awareness of the higher education environment would be beneficial for this role

To apply

Please apply with a CV and a supporting statement saying why you want this post and what you could bring to it to: jane.hitchinson@royal-needlework.org.uk

Applications must be received by 10am Monday 3 December