

# Royal School of Needlework



Patron: HRH The Duchess of Cornwall  
President: HRH The Duchess of Gloucester

<b>Job title</b>	Director of Operations
<b>Reports to</b>	Chief Executive
<b>Salary range</b>	£50-55K
<b>Location</b>	Whilst there is some scope for working from home, this role will also require a regular presence at our unique offices in the heart of Hampton Court Palace, south west London.



## Director of Operations

This is a varied full-time job and needs someone with a broad skill set. In this format it will be a new role, taking on additional responsibilities to support the Chief Executive.

Direct reports – the DoO will line manage the IT Manager and the Retail operation.

In your own work area, the DoO is the first point of call when a colleague comes across something unusual or that falls outside of their usual sphere of responsibility. This wide-ranging role involves contract negotiation, tendering, authoring and management of policy documentation and implementation, HR management, budgets, legal work, an overview of IT, Health & Safety, onsite retail and ecommerce, facilities management, insurance arrangements... and much more! This is an exciting and rewarding position and the organisation does not expect to find a candidate who is an expert in all of the disciplines this role touches upon. Rather, an individual's ability to listen, learn and seek advice where appropriate is just as important. The successful candidate will need to be comfortable operating at all levels of the organisation and with our partners.

Over the next couple of years there are a number of projects to deliver from moving to the Cloud to offering an MA course so there will be many initiatives to oversee. Part of your role will be Project Management particularly to support the IT Manager and ensure the continuation of our IT transformation with internal and external projects.

The RSN's recruitment team are open-minded to background and range of experience; we also encourage applications from outside the charity sector – there are many commercial roles with directly transferrable skills. Whatever your background, you will share our vision, with a genuine passion for operations and a flair for just making things work and ensuring tasks get done in a timely manner to achieve overall objectives.

**This is an important but hybrid role, as such while there are some mandatory elements we are willing to discuss others. Please see the list of experiences/skills at the end of the job description.**

### **Main purpose**

To ensure the effective running of the whole RSN operation with particular emphasis on health and safety

In particular, to work with both the internal stakeholders and the principal external stakeholders to move forward key projects

### **Outline of areas of responsibility**

To be an active member of the Senior Management Team and to work across all departments and with all colleagues.

Undertake all aspects of HR and H&S management using external advisors where necessary. Manage relationships with external advisors and ensure the charity receives best quality/value available.

Have responsibility for Covid safety on RSN premises, following government guidelines and disseminating to staff and students.

To oversee project/programme management and implementation of new digital transformation initiatives and to provide support to the IT Manager as appropriate to see this through.

To act as an initial point of advice/guidance for colleagues dealing with any matter outside of their normal areas of responsibility.

Manage/run payroll to standard set by Finance Director. (subject to skill set)

Responsible for premises lease renewal/negotiations and manage the organisation's day-to-day relationship with Historic Royal Palaces.

Manage HE compliance and compile returns to the RSN's overseeing bodies.

Working with Trustees, draft, develop and update policies, manage and oversee their implementation across the whole organisation

Manage effective use of the charity's office space and consider other space options as part of future development.

Responsibility for retail shop and ecommerce offer.

Undertake the annual insurance review working with our brokers to ensure cost-effective coverage.

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

To ensure that own knowledge is up-to-date and to apply working knowledge and/or understanding of current trends and best practice across relevant areas

Deputise for the organisation's CE when required and take on additional tasks as needed.

## Experience and skills

	Essential	Desirable
Managing health and safety (inc Covid procedures) in a complex organisation	*	
IT project oversight (migration to the Cloud) experience		*
Payroll experience		*
Line management experience at a senior level	*	
Experience of working with many stakeholders internally and externally	*	
HR experience including recruiting and policies and procedures	*	
Experience of developing, implementing and overseeing policies and ensuring they are kept up to date	*	
Experience of organising insurance for corporate entities		*
Knowledge of HE/FE environments		*
Project planning and management experience		*
Experience of managing HE compliance compiling documents for HESA and other agencies		*
Space planning and management		*
Be up to date with good business practice		*
Experience of managing or overseeing small retail outlet online or physical		*
Able to build relationships with wide range of people	*	
Senior Management experience		*

## Personal Qualities

Calm

Good communicator

Good negotiation skills

Able to listen

Can do attitude

To apply for this post, please submit your CV and a covering letter to Dr Susan Kay-Williams: [susan.kay-williams@royal-needlework.org.uk](mailto:susan.kay-williams@royal-needlework.org.uk)

Applications will be reviewed on receipt and early applications are encouraged as an immediate start is available for the right candidate. The RSN encourages applications from people of all ages and backgrounds. We are looking to build stronger and better representation among our staff. The successful candidate must have the right to work in the UK and you will be asked to provide evidence of this before starting employment.