OPEN CITY

**Open City
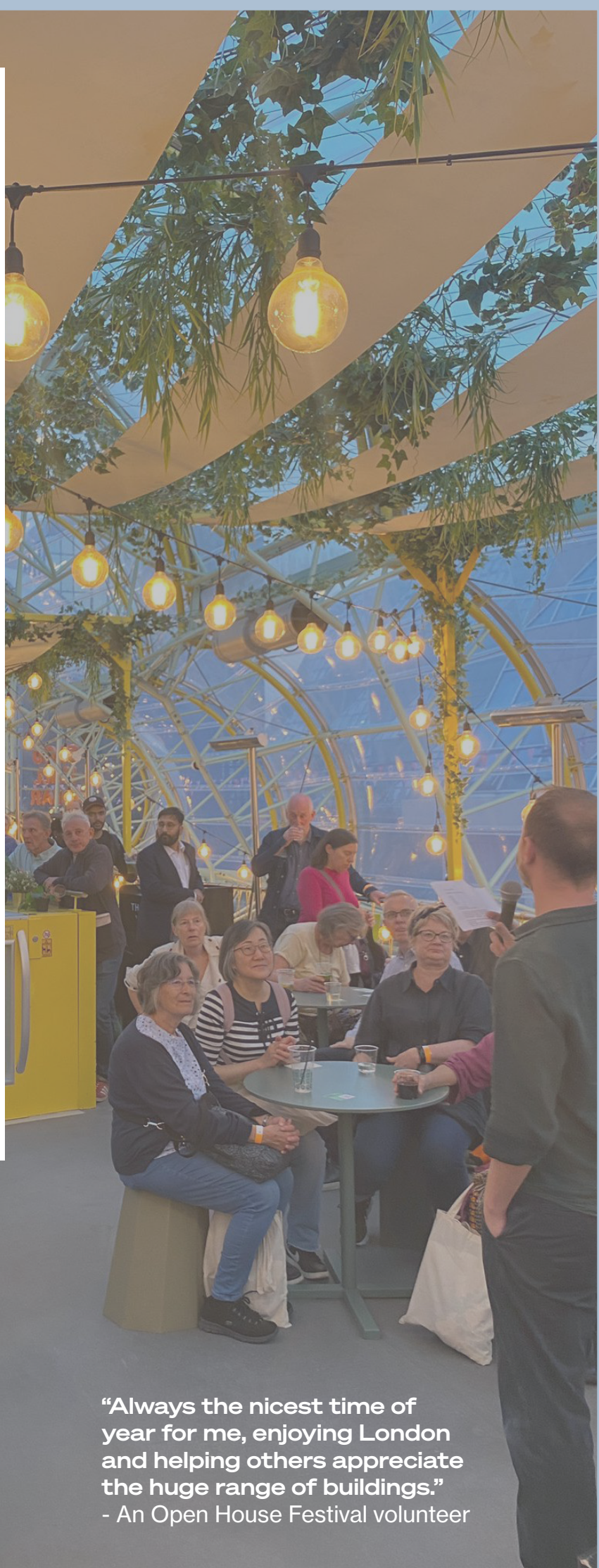Operations Manager**

Recruitment Pack
February 2025

About Open City

Open City is a charity empowering communities to learn about, feel connected to, and have a role in shaping places where they live.

We are on a mission to make the built environment more open, accessible, and equitable.

We do this through:

- Our flagship event Open House Festival, opening up and celebrating London and its communities each September.

- A year-round young people's programme which includes city-making workshops at primary and Special Educational Needs schools, as well as the award-winning mentoring programme Accelerate for young people traditionally excluded from architecture.

- A year-round programme of events, award-winning podcasts, tours, publications, video reel content and merchandise to democratise public knowledge about cities and the way we live in them.

- Supporting, growing and cultivating dialogue across a network of over 60 Open House Festivals around the world, from Lagos to New York.

"Always the nicest time of year for me, enjoying London and helping others appreciate the huge range of buildings."
- An Open House Festival volunteer

About The Role

Open City is seeking a proactive Operations Manager to develop and oversee the charity's operational activities and systems.

The Operations Manager will be part of the core team; working closely with the CEO, Office and Digital Communications Manager, Development Manager and Finance Manager to manage workflow and systems across the organisation. This includes identifying areas for operational efficiency, designing and implementing new processes and policies, ensuring compliance with charitable and regulatory requirements, managing digital systems and streamlining workflows. They will also work with the wider team on recruitment, training, staff development opportunities and organisational project management.

We are seeking an organised and detail-oriented person with a good understanding of charity policies and regulations, as well as experience with optimising operational workflow and systems to ensure that the organisation can run more smoothly and efficiently.

'I definitely feel like I can now deliver and develop my own tours with confidence - it's been inspiring and enriching.'
- Graduate of Open City's Golden Key Academy, 2022

Job Description

Salary: £38,000 to 43,000 per annum pro rata
Contract: Permanent
Location: London - North Greenwich, Design District, 50:50 hybrid working
Hours: 3-5 days a week; 0.6–1.0 FTE, based on availability and experience
Reports to: Chief Executive Officer, Open City
Starting Date: As soon as possible

Key responsibilities:

- Identifying areas for operational efficiency, designing and implementing new systems and processes, and streamlining workflows.
- Working closely with the Office and Digital Communications Manager to identify software and hardware needs to improve operational efficiency, auditing our existing systems, looking at where improvements can be made.
- Leading on the implementation of a new Customer Relationship Management (CRM) system and championing its adoption across the team.
- Being the first point of contact and coordinating external developers for the CRM project, the existing Festival website and database, the Open City website and other domains.
- Acting as the Data Protection Officer to serve as the main point of contact for data subjects and data protection authorities, to monitor internal compliance and ensure that the organisation is meeting its data protection obligations, and to organise training for all staff to ensure data compliance.
- Working closely with the CEO, Finance Manager and Development Manager to assess resourcing across the different programme streams of the organisation and how to optimise our delivery through sustainable growth.
- Working with the CEO to identify and implement training to respond to organisational needs as well as setting up procedures for staff appraisals every six months.
- Overseeing quality assurance programs, establishing standards, and monitoring quality metrics to maintain consistency across our programmes.
- Working with the Development Manager to track key performance indicators (KPIs) in line with the strategic plan and analysing data to identify trends and opportunities for improvement to feed into an annual impact report and audience development plan.
- Working closely with the CEO to manage the organisational risk register, prepare for quarterly Trustee meetings and create agendas and minutes for each of these.
- Working across teams and programmes to align operations with an overall business strategy through developing and maintaining a cross-organisational annual cycle of business.
- Identifying and resolving operational issues, troubleshooting challenges, and implementing mitigating strategies.
- Ensuring adherence to charity law, regulatory requirements and company policies across all organisational operations.

Person Specification

You do not need to have experience in every aspect of the areas below, but if you believe your career and lived experience has prepared you well for this role, we encourage you to apply, and demonstrate your transferable skills.

Experience, qualifications and attributes for the role include:

- **Processes and Policies:** A good understanding of company, charity and regulatory policies as well as the skills to develop processes to improve operations.

- **Resource Planning:** A strong understanding of budgeting, resource allocation and funding opportunities and constraints to assist with strategy and planning across programmes.

- **Software and systems:** A strong understanding and/ or aptitude for systems to improve operational efficiency, good IT skills and the ability to optimise software workflows including with Customer Relationship Management (CRM) platforms, Google Workspace, Adobe Creative Suite, Monday, Slack, Shopify and other collaborative tools.

- **Training and Development:** An understanding of how to identify staff training needs and knowledge and experience of effective methods of staff development.

- **Project Management and Quality Control:** An experienced project manager who can deal with complexity, scheduling, resourcing and issuing a clear and high quality set of deliverables by the deadline.

- **Detail-oriented:** Excellent organisation and analytical skills, patience, reliability and precise attention to detail.

- **Communication:** Strong communication skills (both written and oral) and the ability to bring clarity to complex issues.

- **Collaboration:** Experience working across teams and encouraging different forms of collaboration both internally and with external stakeholders.

- **Multi-tasking:** Capacity to effectively manage and prioritise multiple tasks.

- **Charitable purpose:** Evidence of a commitment to the Open City mission to make cities more 'open, accessible and equitable.'

Our commitment to diversity

As part of our ambitions to improve equality and diversity, we welcome applications for this role from those who identify under any of the protected characteristics under the Equality Act 2010, which include race, age, disability, gender, religion or belief, and sexual orientation; and, from those who identify as being working class.

Application Process

How to apply

If you are inspired by the work of Open City and would like to be considered for the role of Operations Manager, we would love to hear from you. Please note, this is a 0.6–1.0 FTE role, dependent on availability and experience. The successful candidate must have permission to work in the UK by the start of their employment.

Applicants are asked to submit a CV and cover letter, saved as a single .pdf with the title **Open City Operations Manager application_your initials.**

Your CV should be no more than 2 sides of A4, and the cover letter should be a maximum of 500 words. The cover letter should briefly describe how your experience and achievements to date would make you a suitable candidate for this role – aligning specifically with the organisation's mission and the responsibilities of this role.

Applications should be submitted to **recruitment@open-city.org.uk**.

The closing date for applications is **Monday 10 March 2025 at 12.00pm**

Please note – we do not wish to receive any contact from recruitment agencies regarding this vacancy.

Selection process

We will assess all applications received against the selection criteria and person specification to agree a shortlist of up to five candidates to be invited to interview. Coordination support will be provided by Open City staff, who will acknowledge applications and provide updates and responses on behalf of the recruitment panel.

Timeline

Advertisement published: 10 February 2025

Closing date for applications: 10 March 2025 at 12 noon

Shortlisting for interview by: 12 March 2025

Interviews: 20 March 2025 in person

Please hold the interview date above in your diary. Let us know in your application if this date is not possible, and we will contact you to arrange an alternative if your application is shortlisted.

Selection criteria

The person specification included in the job description will be used as the selection criteria by the panel taking part in the recruitment process. You do not need to have experience in every area of the person specification, and transferable skills from your career and lived experience will be taken into account.

Scoring will be: 3 – exceeds criteria; 2 meets criteria; 1 partially meets criteria; 0 does not meet criteria.

References

Where an applicant is considered for appointment to the role, references will be taken up. This will help to establish personal qualities such as being organised, detail-oriented and an ability to work with a team. An applicant will not be appointed where these qualities are not confirmed.

Open City policies and procedures

Open City is a charity registered with the Charities Commission for England and Wales. The trustee board is responsible for the governance of the charity to comply with our charity's governing document and the law. As part of this process, trustees regularly review and update policies and procedures, for example on external communications and conflicts of interest. The successful candidate will be provided with these policies and procedures which will apply to their employment.

Data protection statement

The personal information (data) collected as part of your application, (which includes the collection of sensitive personal data, such as your postcode) is collected by Open City for the purposes of the recruitment process. It is the policy of Open City to protect, and keep secure, all personal data collected. All personal data is processed for the purpose of recruitment, and, in the case of successful applications, for the satisfactory administration of their appointment, and for no other purpose, in accordance with GDPR, May 2018.

THANK YOU

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