

Job description – National Operations Manager

Grade: B

Salary: Standard Terms, National Pay Range £52,441 - £56,693

(Pay ranges for work locations in Greater London or Hot Spots will be approximately 5% higher than the National pay range. Pay ranges for Inner London are 10% higher than the National pay range. Pay ranges for those on TUPE terms will be approximately 6.8% lower than the equivalent Standard Terms pay range.)

Reports to: Head of Visitor Experience and Engagement

Location: Flexible – Regional location or homeworker

Responsible for: Contracts and Compliance Manager

Everyone's welcome

Everyone is welcome at English Heritage. We are passionate about ensuring we are an organisation where everyone is valued, respected and supported for their unique contributions, this is why we put Equality, Diversity and Inclusion at the heart of how we innovate, inspire and involve the diverse communities we serve. We all work together to build an inclusive culture that encourages the diverse voices of our people.

Who we are

English Heritage cares for over 400 historic monuments, buildings and places. Through these, we bring the story of England to life for over 10 million visitors each year.

No matter what you do or where you do it, by joining us you'll be playing a vital role in looking after some of the greatest places in England so that they can be enjoyed today and for generations to come. You'll find it's a workplace like no other – taking you behind the scenes of these extraordinary sites and supporting you to share your ideas, inspire others and make a difference.

Where you'll be working

You can be based in one of our regional office locations (York, Bristol, Swindon, London) or one of our site based offices (Dover Castle, Wrest Park) or be a

homeworker. As this is a national role, you will be expected to travel across the country visiting historic properties and building internal and external relationships at national and territory level.

What you'll achieve with us

As an experienced and strategic operator, the National Operations Manager will oversee and support the operational performance of our historic properties by providing a national support function. You will be responsible for setting operational standards, developing policies and procedures, and identifying training needs to ensure our properties are well run and our site teams have appropriate systems, procedures and support in place to be successful. You will work in partnership with the territory leadership teams and site management to identify how you can support continual improvement and process efficiencies. You will understand and represent the operational needs of site teams in organisational initiatives, co-ordinate national contracts and will help to streamline communications so that sites receive targeted effective information. The National Operations Manager will ensure site teams are equipped to comply with safety, security, cash management, and other critical operational requirements while driving continuous improvement, supporting site teams to work as efficiently and effectively as possible. A key focus of this role will be to streamline back-of-house processes to free site teams up to focus on the visitor experience and make our sites a great place to work.

What you'll be doing as part of the team

Leadership

1. You will drive operational excellence across the portfolio of sites by providing a national support function, working always in partnership with the territory operations teams to provide them with required support.
2. You will provide direct management of the Contracts & Compliance manager and be a key part of the Visitor Experience & Engagement leadership team reporting into the Head of Visitor Experience & Engagement.
3. You will act as a representative for the operational team in strategic planning discussions and organisational initiatives.

Visitor Experience & standards

4. You will work closely with property managers to enhance visitor experiences and ensure consistency in service delivery.

5. You will work with the Head of Visitor Experience & Engagement and the Insight team to analyse visitor insight, identify trends and put in place support and improvements to respond to visitor feedback.
6. You will ensure standards of presentation at each site are clear and maintained to the highest level possible including the overall aesthetic, uniform standards, cleanliness, access and inclusion, wayfinding and signage.
7. You will lead on the implementation of effective signage and orientation ensuring that it responds to organisational brand standards, including “tone of voice” and cause messaging, that it is effective and champions the needs of our visitors.

Operational excellence

8. You will develop strategies to optimise operational efficiency across all properties.
9. You will develop, implement, and maintain consistent operational standards, policies, and procedures across all properties; updating them regularly including the annual refresh of the Historic Properties Manual.
10. You will keep up-to-date with best practice and bring new ideas and ways of working to our site teams – particularly regarding utilising technology, reducing process and streamlining communication.
11. In partnership with the People Development team and territory teams, you will support the design and delivery of training programmes to upskill property managers and their teams in operational matters.

Compliance and Risk Management

12. You will ensure all properties meet regulatory and organisational standards in areas such as cash management, safety, training, and visitor experience and conduct regular audits and assessments to identify risks. You will ensure compliance and develop and implement corrective action plans to address non-compliance or operational gaps.

We're flexible

We are dedicated to the wellbeing of our employees and will actively support you to find the balance which enables you to thrive. We have flexible working policies, we recognise that people might have different needs to enable themselves to work at their best and balance both their life and work. We are happy to talk about how best we can accommodate your needs.

We're Disability Confident

We are positive about disability, committed to providing equality of opportunity and are proud to be part of the Disability Confidence Scheme, so if you have a disability, we would be happy to discuss reasonable adjustments that you might need, either as part of the application process, or the job itself.

Occasionally we may need to review a job description to incorporate any changes or other duties needed for the role as identified by the line manager.

Who we're looking for

Essential experience
• Experience in multi-site operational management, preferably in the heritage, tourism, or visitor attraction sectors. • Leadership and people management skills, with experience supporting and developing large teams. • Knowledge of operational compliance requirements, including cash management, safety, and security. • Able to develop and implement policies, procedures, and training programs.
Essential skills / Knowledge / Qualifications
• Analytical and problem-solving skills, with the ability to interpret data and drive performance improvements. • Communication and interpersonal skills to engage effectively with diverse teams and stakeholders. Good influencer. • A proactive, results-oriented mindset with a commitment to excellence and continuous improvement.
Essential behaviours
• English Heritage core behaviours, which are: Collaboration Innovation Empowerment

- being a visible and inclusive leader who inspires and motivates people employees and volunteers securing buy-in and support.
- using a coaching style which develops high-performing teams and individuals and which challenges those who are underperforming.
- being committed to the cause, vision and the values of our charity.
- being articulate and presentable.
- role modelling high standards of integrity for everyone in your team.
- fostering collaborative relationships and partnerships
- demonstrating awareness and sensitivity to diverse audiences

Additional circumstance to consider

We are happy to discuss this in more detail to support your work-life balance – This role requires frequent travel to sites that are often in remote locations and so a full driving licence is advantageous. Occasional overnight stays away from home will also be required.