



QUAY PLACE

Suffolk Mind

Job Description

Job Title:	Quay Place Deputy Manager (Community, Heritage and Facilities)
Department:	Quay Place
Salary Band:	Operations Band
Hours of Work:	37 hours per week. Flexibility is required as weekends and evenings will be part of the role
Reports to:	Quay Place Manager
DBS Check applicable:	Yes

Job Purpose:

1. To lead on the deliver on the Community& Heritage aspect of the QP project
2. To manage the facilities – buildings, H&S and also the people with the QP Manager.
3. To deputise for the QP Manager when required.
4. Be part of the QP staff and volunteer rota that will include weekends and evenings.

Main Duties & Responsibilities:

Communication and Relationship Skills

- Manage the day to day operation of Quay Place the venue, ensuring exemplary customer service to all customers.
- To deputise for the Quay Place manager and work with the manager ensuring that Quay Place meets stated success measures including sustainable income and meeting objectives as stated by the HLF funding.
- With the QP Manager motivate, nurture and encourage a team of largely volunteers and small staff team.
- Manage relationships with facilities contractors and utilities to ensure the building is safe and efficient, carrying out regular alarm testing and drills.
- Liaise with the café and catering providers to ensure seamless operations of all events.
- Ensuring all aspects of volunteer management including recruitment, training, ongoing support and the management of a rota are being delivered effectively – Supported by QP Volunteer Administrator.
- Deliver the Heritage and Community action plan. Continue the work already started.
- Ensuring the project is well connected with other heritage and community organisations and that relationships are developed to encourage partnerships and joint working, creating participatory and sustainable connections.
- Relating to Community and Heritage activity with the SM marketing team ensure high quality content on the website and social media about the history of St Mary at the Quay that engages all types of stakeholder looking at it.
- Providing accurate advice and support and training about the history of the church to internal and external stakeholders.

Knowledge, Training and Experience

- Explain the purpose of the project in developing wellbeing through heritage and vice versa for all the internal and external users of QP.(training provided in the content)
- Provide facilities management support to the Quay Place team ensuring that maintenance and up keep of the building is legal and of a high standard and always complies with the lease arrangement with the Churches Conservation Trust
- Evaluate and develop improvements in event and venue management to ensure continuous improvement and facilitate innovations
- Develop a fun and engaging heritage training programme for all staff and volunteers (engaged in whatever capacity) so they all have a basic understanding of the history of the church and project and that there is a volunteer resource ready to provide tours and join in the activities
- Run groups and workshops and supervise / facilitate others as part of the Community and Heritage Activity Plan that work in conjunction with the emotional needs and resources model of Suffolk Mind.
- Work closely with the Families and Education co-ordinator to develop resources for schools and community groups that can be used as part of the project and develop innovative resources that could be offered commercially.

Planning and Organisational Skills

- Provide advice and support, using the bespoke booking software to assist customers, therapists, event and corporate customers to organise bookings at Quay Place.
- Complete an innovative and detailed Community and Heritage activity plan within the project budget and in collaboration with the QP Manager, Churches Conservation Trust and project team, encompassing the fusion between wellbeing and heritage, audience development and learning and participation, complete with a detailed action plan for delivery.
This action plan must ensure that it meets the HLF approved purposes, but can be adjusted in agreement with the manager and HLF as the project develops.
- Archive - Gathering available research, (often with the Volunteers) organising it and making it accessible to the general public.
- Lead and co-ordinate projects that bring together heritage and wellbeing e.g. The Poppy Project – Arras and World War 1 Memorial
- Plan and organise the archaeology asset of the church. Explore relationships with the local community and ensure that Suffolk Mind complies with duties around the original renovation project.
- Devise, collect and collate data about the Community and heritage activities supported by the Research and Evaluation Coordinator (SM) and Ecorys (external evaluator for QP)
- Prepare displays inside the church to present and explain the heritage of St Mary at the Quay in an accessible way and promote QP clearly, working with the marketing team at SM.
- Complete reports and collate data as part of the overall quarterly reporting system in a timely way.



- Using the heritage of Quay Place to develop resources in conjunction with the Families and Education Co-ordinator to be used with community groups, schools and tourists.
- Implement policies and procedures including health and safety to ensure a consistent, safe and high quality approach to all operations by staff and volunteers, including maintaining Health and Safety Policy.
- Managing and co-ordinating aspects of building and facilities management to include maintenance, resources and ensuring that the customer and volunteer experience at Quay Place is exemplary.
- Implement policies and procedures including health and safety to ensure a consistent, safe and high quality approach to all operations by staff and volunteers, including maintaining Health and Safety Policy.

Emotional Effort

- Listen and offer signposting and advice to people in emotional distress that are met as part of the Community and heritage engagement work or who come to visit QP for a workshop or use the cafe.

Freedom to Act

- The post holder will work independently on the agreed objectives as part of the QP team – managed by line manager who needs to be kept up to date. Advice will be available when required.

Client Responsibility

- Client Care - no direct client care

Policy and Service Development Implementation

- Identify opportunities to improve Quay Place for customers and visitors on an ongoing basis.
- Develop and regularly review Community and Heritage activities ensuring they are enjoyable and people feel engaged and they are meeting the project aims.
- Complete risk assessments for all activities with the QP team.
- Provide ways of evaluating the experience of all customers in conjunction with the QP evaluation exercise

Financial and Physical Resources

- Work with Suffolk Mind colleagues developing grant applications to ensure that QP continues to be able to finance heritage and wellbeing activities
- Knowledge of budget allocation and working with the QP Manager to achieve the target budget for income and expenditure

Human Resource Management

- To assist the manager with the recruitment, development and day to day management of the staff and volunteers.
- Co-ordinate and assist the resident Artists and facilitators to ensure that the work will be imaginative and develop the fusion between wellbeing and heritage activities'



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Information Resources

- Be a skilled user of Booking Bug Software (training provided)
- Organise software that will allow the “story” of St Mary at the Quay continue to be researched.
- Responsible for the accuracy and validity of data entry into the research archive

**Flexibility
Clause:**

As this is a developing post within a developing organisation it is expected that the post holder will be prepared to relinquish and/or undertake further appropriate responsibilities as may be necessary for the effective implementation of Suffolk Mind’s Vision and Mission and to adhere to the policies and procedures under the overall remit of this job description.



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Person Specification

JOB TITLE: QP Deputy Manager
(Community, Heritage and
Facilities)

DEPARTMENT: Quay Place

SALARY:

DATE: June 2017

ATTRIBUTES	DESIRABLE	ESSENTIAL	DEVELOPMENT (MOSTLY ESSENTIAL)
COMMUNICATION & RELATIONSHIP SKILLS	Training delivery expertise	<p>Experience of managing people and working as part of a team</p> <p>Excellent communication skills both face to face and written with an ability to empathise with people from all walks of life and outlooks</p> <p>Comfortable to run groups and set good boundaries etc.</p> <p>Ability to remain calm and unflappable</p> <p>Reliable with a sense of humour, conscientious and confident.</p> <p>'Can do attitude' – good at finding solutions to issues</p>	<p>Experience of working with local community groups and working with volunteers in an imaginative and engaging way.</p> <p>Participate in the Suffolk Mind model of emotional wellbeing – Emotional Needs and Resources (ENR). Training is provided</p>
KNOWLEDGE, TRAINING & EXPERIENCE	<p>Knowledge of Ipswich and the local history including the existing and potential stakeholders, partners and groups for Quay Place</p> <p>Experience of developing activities and provision for tourist</p> <p>Knowledge of how to apply the Emotional Needs and</p>	<p>Education to degree level or equivalent.</p> <p>At least four years experience of service management or project management of a complex project / service.</p> <p>Excellent IT skills including Outlook, Excel,</p>	<p>Experience of archiving and storing or information for interpretation</p> <p>Experience & knowledge of the health and social care sector and education sector</p> <p>Experience or knowledge of managing</p>



	<p>Resources (ENR) model.</p> <p>Degree in community/archaeology/heritage or significant demonstrable experience of working on heritage and/or community projects (minimum 3 years)</p>	<p>Powerpoint and Word</p> <p>Knowledge and love of history and ability to engage with people about the history of where they live</p> <p>Ability to think creatively and has built interesting and varied projects and community activities' that build participatory & sustainable connections</p> <p>An ability to make things "FUN"</p>	<p>a building/facility</p> <p>Experience of engaging, co-ordinating and managing volunteers</p> <p>Extensive knowledge of current legal and good practice issues surrounding volunteer involvement</p>
PLANNING & ORGANISATIONAL SKILLS		<p>Excellent organising skills priority management and problem solving.</p> <p>Proven excellent analytical and report writing skills.</p> <p>Ability to organise a rota</p> <p>Understands the importance of outcomes and reporting.</p>	<p>Setting up an information/ heritage archive system (with advice)</p> <p>Experience of organising large scale events, community, corporate or wedding receptions</p>
EMOTIONAL EFFORT		<p>Comfortable engaging with people who may be distressed.</p> <p>Holding good and kind boundaries</p>	
FREEDOM TO ACT		<p>Be confident to manage a venue like Quay Place and to make decisions on behalf of Suffolk Mind in relation to the project and the team.</p>	
RESPONSIBILITY		<p>Be happy to work independently and within a team.</p> <p>Know when to ask for advice and support from Suffolk Mind colleagues</p>	



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		and/or Quay Place Manager Confident to be responsible for a facility like Quay Place and to ensure the safety of all visitors and staff	
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