

**Job Title: Operations Manager**

Organisation: The Portland Inn Project

Location: Stoke-on-Trent, UK

Contract Type: 0.8 FTE

Salary: £31.5K - 34K pro rata per annum (dependant on experience)

Deadline for applications : Monday 2 June 2025

Interviews : June 25 2025

Ideal Role start date : August 2025

About The Portland Inn Project:

The Portland Inn Project CIC is an arts and community led organisation making vital change towards collective justice. We are a creative arts project for a community in Stoke On Trent with an aim to achieve community cohesion, economic, social and cultural development by involving the community in development of a pioneering community space, cultural hub and social enterprise. The Portland Inn Project is cited as an exemplar project of people-led change, in an underrepresented part of the city. Our work is about long-term sustainability, development of core and embedded skills for the future of the project and the community. We strive towards people led change and social and environmental justice for all.

The Portland Inn Project Building :

The Portland Inn Project's deeply embedded, progressive approach has helped us deliver a collaborative architectural plan and raise significant funding for a pioneering cultural space in the

neighbourhood, the first of its kind in the city. Renovation began in October 2023. Once opened in 2025, it will enable us to scale up and diversify our offer to a city-wide audience. The PIP building will be the first cultural centre of its kind in Stoke On Trent; A beacon of community-led development, as part of a high-quality programme of arts education and intervention. This unique building will serve as a centre for creativity, collaboration, and cultural exchange, prioritising families from the local neighbourhood.

This is a really exciting time for our organisation and community, and this new role in our organisation requires flex and development, and there is opportunity to shape this in the future.

Job Overview:

We are excited to be growing our team and are seeking an experienced and dynamic **Operations Manager** to join us and oversee the day-to-day running of The Portland Inn Project across the building and operations. This role will also support the directors in the fundraising required to sustain the building and our programme. The Operations Manager will play a crucial role in overseeing the delivery of our programme of diverse creative and cultural activity, ensuring the efficient and smooth running of the venue, and driving the overall strategic goals of the organisation. You will work closely with the leadership team, volunteers, and local partners to enhance our impact and maintain our commitment to excellence.

This role will have a one-year probation period, with support and relevant training, provided by directors, board members, as well as external relevant expertise. The Portland Inn Project anticipates the development of this role towards a third director position, and eagerness from applicants for the development of their role is essential.

The following is a summary of the role:

Key Responsibilities:

1. Building & Facilities Management:

- Oversee the management, maintenance, and health & safety of the building, ensuring it is a safe, accessible, and welcoming space for all users.
- Coordinate repairs, cleaning, and any other required services, ensuring minimal disruption to activities.
- Act as a point of contact for any facility-related issues or emergencies
- Manage bookings and rentals of spaces, including the workshop space, kitchen hire, social space, residency rooms (in and outside of residency opportunities, where it will be on the local digs list and/or air bnb) and keyholder flat.
- Support the development of operational plans, helping to identify and implement improvements to operational efficiency and effectiveness.
- With our Creative Programme Manager, liaise with artists, facilitators, and volunteers to ensure smooth execution of programming in cooperation with the programme manager.

- Coordinate logistics for events, exhibitions, workshops, and other community activities hosted at PIP in cooperation with the programme manager.

2. Health & Safety, Compliance, and Risk Management:

- Ensure compliance with all relevant health and safety legislation, including risk assessments and safeguarding procedures.
- Implement and enforce operational policies and procedures to ensure a safe, secure, and welcoming environment for all users.

3. Reporting & Evaluation:

- Collect and analyse data to assess the effectiveness of programmes, operations, and audience engagement.
- Produce regular reports on operational activities, including financial performance, attendance, and community engagement metrics.
- Report to relevant funders and partners.

4. Finance:

- Assist the directors with budgeting, financial planning, and reporting, ensuring that the organisation operates within its financial means.
- Monitor and control operational costs and resources, aiming for cost-efficiency and sustainability. Closely and accurately monitor revenue spend to ensure The Portland Inn Project has sufficient funds to operate and, where possible, grow.
- Effectively managing, alongside Directors, the organisation's finances; including budgeting and forecasting.
- Take a lead on providing operational data to support funding applications and reports
- Take a lead on fundraising and grant applications with directors – keeping an eye out for relevant funding opportunities locally and nationally and contributing to the overall funding strategy (can be supported with training etc.)
- Be prepared to undertake training where necessary. This is an aspect of the role we would like to develop with the individual. We would like to identify areas where some knowledge needs to be developed and support the individual as part of this.

5. Community Relationships & Partnerships:

- Build and maintain strong relationships with local community groups, residents, artists, and stakeholders.
- Act as a representative of The Portland Inn Project within the local area and across the city, fostering a positive image and encouraging wider participation.
- Develop partnerships with other cultural, educational, and community organisations to enrich and maximise the impact of the programme.

6. Team Leadership & Support:

- Manage and support a small team of staff and volunteers, providing guidance, training, and ensuring a positive, inclusive working environment.
- Oversee volunteer coordination for events, workshops, and day-to-day operations, ensuring they are well-supported and engaged.
- Work closely with the director team to align operational activities with broader strategic goals.
- Being an active part of the team – ensuring you and all team are delivering our mission of making vital change towards collective justice

Essential Skills & Experience:

- Proven experience in operations management, preferably within an arts, cultural or community-based organisation.
- Strong organisational and multitasking skills with an ability to manage a wide range of tasks and priorities.
- Excellent communication and interpersonal skills, with the ability to engage effectively with a diverse range of stakeholders, including staff, artists, community members, and partners.
- Strong knowledge of building management, health and safety regulations, and risk management practices.
- Proven experience in writing medium to large scale grants and funding applications
- Excellent financial literacy and experience managing budgets and resources.
- A proactive, solution-oriented mindset with a hands-on approach to problem-solving.
- Commitment to community action and the arts, with a passion for community empowerment
- Experience in managing or coordinating a team, with an emphasis on inclusivity and collaboration.
- Ability to work flexibly and adapt to changing circumstances in community contexts, as part of a responsive organisation

Desirable Skills & Experience:

- Knowledge of the local cultural landscape in Stoke-on-Trent.
- Familiarity with arts programming and event management.
- Experience with social media and digital tools to promote events and engage with the community.

Why Join Us:

At The Portland Inn Project, we are passionate about the impact of arts and culture in community development, and we're looking for an Operations Manager who shares our passion for people-led change. This is an exciting opportunity to be a key part of a growing and dynamic organisation,

where your work will directly impact our local community. You will have the chance to help shape and sustain the future of our new building in collaboration with our neighbours. You will work with a creative and dedicated team and contribute to the development of a trailblazing cultural centre that serves the needs and aspirations of the people of Stoke-on-Trent.



How to Apply:

Please send a CV and details of two references, along with (max 1000 words) details of how you match the job specification and why you would like to work with The Portland Inn Project.

Email this in one PDF

to REBECCA@THEPORTLANDINNPROJECT.COM with the heading OPERATIONS MANAGER.

Deadline : JUNE 2 (23.59pm), 2025

Interviews : JUNE 25, 2025

Position Start : AUGUST 2025

We encourage applicants from all backgrounds, and particularly welcome applications from people who are underrepresented in the arts and cultural sector. **We are dedicating a date for you to join us online with any questions you might have prior to the application deadline. The date for this will be Friday 23 May and if you are interested in joining us online, please email REBECCA@THEPORTLANDINNPROJECT.COM by May 22.**

Approach to interviews: We will undertake an in-person interview with shortlisted applicants. A set of questions will be shared in advance. The interview session will include a community lunch, and a fee for interview and travel expenses are offered.

We are committed to ensuring equal opportunities for all applicants, and therefore if there is anything we can do to support you in your application, then please do get in touch.