



Job Pack
Campus Operations Manager

About Benslow Music

Benslow Music creates music learning experiences for people of all ages. We support individual development, inspire curiosity, celebrate creativity, and share all the life-long benefits music brings. We do this through a programme of residential, day and online music courses, a concert series and an instrument loan scheme.

At our campus in Hitchin, we welcome and provide learning opportunities to adult musicians of all abilities. We support everyone from late-starters to early-career professionals in unlocking their potential. We offer around 150 short courses throughout the year, covering genres from classical to jazz to folk, and opportunities to explore solo, small and large ensemble playing. Through regular concerts we provide a platform for emerging and acclaimed artists.

Benslow Music is home to the Benslow Music Instrument Loan Scheme, which holds a collection of over 800 string and woodwind instruments that are lent to young musicians aged 7-25. Each year over 500 loans ensure that borrowers, regardless of background, are able to grow and develop as musicians.

Benslow Music began as the Rural Music Schools Association in 1929, offering musical education to people of all ages who were outside urban centres. In 1952, the four-acre Victorian estate in Hitchin was bequeathed to the RMSA and has since developed into a lively campus for music activity, with two recital halls, practice rooms, accommodation for around 50 people and an extensive music library. Renamed Benslow Music Trust in 1986, the Trust subsequently took responsibility for the Benslow Music Instrument Loan Scheme, which was founded in 1932 as a separate charity.

Benslow Music today is a thriving music hub, continuing to develop its creative music activities for all ages. As we look towards our centenary in 2029, our plans for the future include an expanded online offer, additional collaborative and partnership working, and further development of our site facilities and accommodation.

benslowmusic.org

Job Description

Job Title	Campus Operations Manager
Department	Operations
Reporting to	Chief Executive
Line manages	Duty Managers (contract and casual staff), Freelance maintenance and garden staff
Key Relationships	Hospitality Operations Manager, House Team Leader, Executive Administrator, Head of Music & Learning, Head of Instrument Loan Scheme, Hires & Sales Manager
Salary	£30,000-£35,000 dependent on experience
Hours	Full time (35hrs per week)
Contract	Permanent, at Benslow Music
Benefits	25 days holiday per annum, workplace pension scheme, plus further staff benefits

Main Purpose

- Manage the Benslow Music campus, ensuring good repair and security
- Ensure Benslow Music's compliance with Health & Safety requirements
- Contract management of key suppliers
- Support effective operations and workflow across the Benslow Music team, including through IT infrastructure.

Main Duties

Campus

- Develop and maintain a proactive plan of maintenance to ensure the Benslow Music campus, assets and resources are in good repair and well presented.
- Ensure that arising maintenance issues are responded to promptly and effectively, including excellent communication to staff and members of the public as required.
- Manage relationship with key suppliers, including freelance maintenance and garden team.
- Lead IT management, working closely with the IT support company.
- Lead site security, maintaining and developing practices and systems to reduce security risks.
- Support the effective delivery of Benslow Music activity such as courses, concerts and private hires, through delivering operational requirements.

Health & Safety

- Lead activity to ensure Benslow Music's compliance with Health & Safety legislation and best practice.
- Manage relationships with key suppliers.
- Maintain and develop Health & Safety training programmes for staff, ensuring that records and requirements are kept up to date.
- Working closely with the Hospitality Operations Manager to ensure that measures to meet requirements relating to food and hygiene are in place and effective.
- Perform, and support colleagues to perform, risks assessments relating to Benslow Music's campus and activities.
- Provide reports to the Chief Executive and trustees regarding Health & Safety as required.

Finance

- Manage the campus operations budget, ensuring that expenditure comes within agreed budgets.
- Manage project budgets as required.

- Working closely with the Head of Finance & HR, manage contract retendering ensuring good value for money.

Management

- Line manage Duty Managers, including rota management.
- Maintain close working relationships with Hospitality Operations Manager and House Team Leader to ensure good planning between hospitality and campus operations requirements, including House team and Duty Manager resources.
- Manage relationships with key suppliers, including IT support company.
- Develop and implement systems and processes for supporting cross-team working, managing activities and reporting.
- Project management as required.

General

All Benslow Music staff are expected to:

- Uphold the values of Benslow Music.
- Contribute to a positive and productive working culture.
- Uphold and demonstrate through their work a commitment to equality, diversity and inclusion.
- Act as an ambassador for Benslow Music when interacting other organisations and members of the public.
- Comply with Benslow Music's Health and Safety and Equality, Diversity and Inclusion policies.
- Undertake other duties as may reasonably be required from time-to-time to support the work of Benslow Music.

Person specification

We are looking to appoint someone who can offer an extensive balance of skills and attributes; the following criteria are all important. The successful candidate will need to demonstrate real evidence of their ability to fill the role effectively. Applicants must have the right to live and work in the UK.

Benslow Music is open to all and we value the varied skills of everyone. We are an equal opportunities employer and we are committed to championing equality, diversity and inclusion in our workplace, so if you feel you are a suitable applicant, we encourage you to apply whatever your age, disability, religion or belief, sexual orientation, socio-economic background, gender, gender identity or race.

	Essential	Desirable
Experience & Qualifications		
Experience in building operations and/or management, including assessing and managing risk.	✓	
Health & Safety qualification (such as IOSH)	✓	
Experience working with a historic building		✓
Experience working in any of the following sectors: arts and culture sector, adult education, charity		✓
Skills		
Strong administrative and organisational skills with the ability to plan, co-ordinate, implement and manage multiple work streams and deadlines successfully.	✓	
Excellent people skills, creating good working relationships with direct report and across the organisation.	✓	
Excellent communicator, including written and verbal skills.	✓	
Budget management and planning	✓	
Strong IT skills, particularly with Microsoft Office.	✓	
Contract management and negotiation skills.	✓	
Good project management skills.	✓	
Knowledge		
Understanding of Health & Safety compliance and requirements.	✓	
Understanding and appreciation of Benslow Music's mission and ethos and commitment to the organisation's continued development.	✓	
Understanding of and demonstrable commitment to equality, diversity and inclusion.	✓	
Understanding of business IT systems and requirements, including working with an IT supplier		✓
Qualities		
A self-starter with excellent eye for detail, and the ability to work flexibly responding to business priorities.	✓	
Good problem solver.	✓	
Strong collaborator.	✓	
Able to work with discretion and diplomacy.	✓	
Able to work autonomously with good judgement.	✓	

How to apply

To apply please email your application to executiveassistant@benslowmusic.org (Subject line: **Campus Operations Manager application**). You will need to include:

- A CV detailing your relevant experience and skills.
- A cover letter (max 2 sides of A4) explaining why you are interested in this role at Benslow Music and showing how you meet the person specification.
- A completed equality and diversity monitoring form (available via the job page on our website).

Benslow Music aims to be an inclusive organisation, as well as the application materials, we ask applicants to complete our equality and diversity monitoring form to help us monitor our work in this area. These details are collected and stored independently to your application and cannot be traced back to you.

If you have any questions regarding the role or application process, please email:

alexis@benslowmusic.org

We are keen to ensure that our recruitment process is accessible to everyone. If you have any access requirements or barriers to application, please email alexis@benslowmusic.org to discuss how we might make reasonable adjustments to the process.

Closing Date: Monday 14 April, 5pm. Please note, the closing date is a guide only and applications may be closed early if we receive a high number of submissions. We advise to submit applications as early as possible to avoid disappointment.

Interviews: will be on a rolling basis. Please advise of any unavailability when submitting your application.