

**King's Arms Trust (Bedford)**  
**Job Description**



Issue 1: 1<sup>st</sup> February 2012

# Facilities Operations Manager

<b>Application closing date:</b>	28 February 2012.
<b>Hours:</b>	16 hours per week, including some evenings and weekends on a flexible basis as required.
<b>Pay:</b>	£21,000-24,000 per annum (pro-rata depending on experience).
<b>Accountable to:</b>	Roydon Loveley, Chairman of the Trustees.
<b>Holiday:</b>	25 days annual leave (pro rata).
<b>Probation Period:</b>	Six months.
<b>Benefits:</b>	Pension scheme and life insurance.
<b>Place of work:</b>	King's House, 245 Ampthill Road, Bedford MK42 9AZ

## 1. **PURPOSE**

Responsible for the marketing and operation of the facilities at King's House such that the site/building is able to generate revenue to help cover the costs of operation and repayment of the mortgage.

## 2. **CONTEXT**

King's House is a 30,000 sq ft multi-purpose building on a 3 acre site. Around 50 staff work in the offices, and the 550 seater auditorium and various other meeting rooms are used throughout the week by both King's Arms and external users for meetings, training events and conferences.

Revenue is required to help pay for the loans taken to purchase the building. Experience gained during the first year of operation has shown that the renting of the auditorium is the best means of generating revenue and by the end of 2012 the aim is for the auditorium to be used by external organisations for at least one day a week.

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King's House  
245 Ampthill Road  
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MK42 9AZ

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King's Arms Trust (Bedford)  
The King's Arms Trust (Bedford) a charitable company limited by guarantee registered in England and Wales No 5899019. Charity Number: 1116359 (previously 1044098).



### 3. **PRINCIPAL ACCOUNTABILITIES**

- a. **Marketing of the King's House facilities.** To generate and implement a marketing plan aimed at significantly increasing bookings by external users of the auditorium.
- b. **Management of facility bookings.** To oversee and work in conjunction with the Facilities Bookings Administrator and to ensure that all enquiries are handled efficiently with the aim gaining the business.
- c. **Hosting of Events.** To ensure that all events are supported and managed to a high standard as required by the booking organization. This includes ensuring that rooms are prepared and set-up in readiness for external Users.
- d. **Management and supervision of other Facilities Staff.** This currently includes the Facilities Bookings Administrator. However it is expected that additional staff and volunteers will need to be recruited as the bookings for the facilities increase.
- e. **Liaison with others key staff.** This is required with the Building Manager, who will be responsible for providing support to the Facilities Team as necessary in order to ensure that rooms are set up for external clients. It is also required with Café/Kitchen staff who will be responsible for providing catering services to support external bookings.
- f. **Bookings Policy and Procedures.** To ensure that these are kept up to date, in line with the latest legislation.
- g. **Facilities Website.** To ensure that the website is kept up-to-date in conjunction with Graphics Design and Website maintenance staff.
- h. **Facility Charging Rates.** To actively review and make recommendations with regard to the rates with the aim of maximizing the revenue generated.

### 4. **PERSONAL QUALITIES**

It is essential that the applicant:

- Has excellent customer liaison skills.
- Have good staff management skills and capabilities.
- Is confident and capable of working on their own initiative.
- Is flexible and able to cope with rapidly changing/evolving situations.
- Is comfortable working to deadlines.
- Is self-motivated and reliable.
- Takes pride in their work and has an eye for detail.
- Has the ability to prioritise and to manage their workload.



5. **HIGHLY DESIRABLE EXPERIENCE & SKILLS**

It is highly desirable that the applicant has:

- Significant experience of marketing facilities or events (both are desirable but will consider applicants who can demonstrate one area strongly)
- Experience with the operation and management of large-scale events.
- Experience of working with volunteers and paid employees and has established and led teams.
- Computer skills and experience of standard business applications.
- Excellent written and verbal skills.

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