**Job Description**

This form is used to provide a complete description of the specific job and defines the required skills, knowledge, behaviours, qualifications and experience.

# Section A: Job Profile

The job profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the role and a brief description of the main duties.

## Job Details

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| Job Title: | Operations Manager |
| Salary: | *£37,035 - £39,513* |
| Grade: | *G10* |
| Hours: | 37 hours per week, some Saturday working required  |
| Team: | Libraries and Heritage  |
| Service Area: | Oxfordshire History Service  |
| Primary Location: | Oxfordshire History Centre, St Lukes, Cowley |
| Budget responsibility: | None  |
| Responsible to: | History Service Manager |
| Responsible for: | Premises management and line management of History Service Assistants  |

## Job Purpose

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| Supporting the work of the council by:* Overseeing customer service delivery at the Oxfordshire History Centre.
* Working as part of a team of paid staff and volunteers to deliver and promote public access to the History service and the collections in its care.
* Forming part of the History Service management team, working with other managers to deliver excellent services and improve our user’s experience.
* Being a role model within, across and outside the organisation, in line with council values and behaviours.\*

Ensuring safe and effective operations by:* Managing day to day operations of the Oxfordshire History Centre.
* Acting as responsible premises manager for the site.

\*The post holder will work in accordance with the Council values and competency framework: [Work for us | Jobs | Oxfordshire County Council](https://jobs.oxfordshire.gov.uk/work-us) |

## Job Responsibilities

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| * Maintain excellent customer service delivery, in terms of frontline, public-facing Searchroom/History Centre activities, and virtual/remote customer access.
* Responsible for safe, secure, and compliant day to day operations across the History Service.
* Work with the Conservation Manager to monitor and manage and advise on building management systems to support collections care to national standards; and to maintain effective recording systems.
* Maintain Business Continuity/Emergency plans for the service.
* Ensure staff timetabling, procedural guidance, and other site administration is up to date and effective.
* Line manage and directly supervise the work of History Service Assistants.
* Assist the History Service Manager in the monitoring of budgets and management of service income/finances; support budget planning and management across the service.
* Oversee the banking of income for the service and handling cash/financial transactions and basic procurement tasks.
* Work directly with volunteers and volunteer line managers across the service to deliver best practice and effective procedures.
* Liaise with Facilities Management, other OCC teams (including Health and Safety, Insurance etc.) and external contractors, on operational/premises matters, inspections and related projects.
* Arranging required/essential operations-related training (including Health and Safety) and maintain related records.
* Be an approved first aider. Training can be provided as required.
* Responsible for opening and closing the site as and when required.
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# Section B: Selection Criteria

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications and experience that a candidate should have in order to perform the job. The selection criteria provide a list of essential (no more than 8-10) and desirable criteria (no more than 4). The criteria are aligned to our [corporate values](https://www.oxfordshire.gov.uk/council/about-your-council/working-oxfordshire-county-council/county-council-values).

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below. You will be expected to address each point separately and in the order listed. If you do not complete a full supporting statement in the requested format your application may be rejected.

|  |  |
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| Essential Criteria | Assessed By: |
| Numerate and literate with GCSE (or equivalent) Mathematics and English, relevant NVQ | A |
| Experience in the management of site operations and staff teams within a customer service environment | A/I |
| Experience of working in an archives, local studies, and/or libraries environment | A/I  |
| Strong working knowledge of health and safety issues, procedures and standards  | A/I |
| Self motivated, able to work independently and show initiative, but also as part of a team | A/I |
| Excellent communication skills and collaborative ability  | A/I |
| Effective problem solving skills and ability to work reactively and under pressure | A/I |
| Demonstrates our OCC values of ‘Taking responsibility’ and ‘Equality and integrity in everything we do’ | A/I |
| Good clerical ability and confident user of Microsoft Office applications | A/I |
| Ability to handle cash and undertake basic financial processing or procurement tasks | A/I |
| Ability to work flexible hours by arrangement and attend site out of hours | A/I |
| Desirable Criteria | Assessed By: |
| Relevant degree or postgraduate qualification in Archive Studies or Management and/or Libraries and Information Studies | A/I/D |
| Experience of managing in an archives, local studies, and/or libraries environment | A/I  |
| Experience in using Building Management systems | A/I |
| Experience of information/collections management software (e.g. CALM, Aleph, Epexio, Preservica) and knowledge of relevant legislation (e.g. Data Protection, Freedom of Information, Copyright) | A/I |
| First Aid qualification | D |
| IOSH Managing Safely qualification or eqivalent  | A/D |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre employment checks specific to this role include:

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |
| [ ]  | Other (please specify):       |  |  |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

The potential significant hazard(s) and risk(s) for this job are identified overleaf (those ticked).

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| [ ]  | Provision of personal care on a regular basis | [ ]  | Driving HGV or LGV for work |
| [x]  | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects | [ ]  | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes) |
| [x]  | Working at height/ using ladders on a regular/ repetitive basis | [ ]  | Restricted postural change – prolonged sitting |
| [ ]  | Lone working on a regular basis | [ ]  | Restricted postural change – prolonged standing |
| [ ]  | Night work | [x]  | Regular/repetitive bending/ squatting/ kneeling/crouching |
| [ ]  | Rotating shift work | [ ]  | Manual cleaning/ domestic duties |
| [ ]  | Working on/ or near a road | [ ]  | Regular work outdoors |
| [x]  | Significant use of computers (display screen equipment) | [ ]  | Work with vulnerable children or vulnerable adults |
| [ ]  | Undertaking repetitive tasks | [ ]  | Working with challenging behaviours |
| [ ]  | Continual telephone use (call centres) | [ ]  | Regular work with skin irritants/ allergens |
| [ ]  | Work requiring hearing protection (exposure to noise above action levels) | [ ]  | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres) |
| [x]  | Work requiring respirators or masks | [ ]  | Work with vibrating tools/ machinery |
| [ ]  | Work involving food handling | [ ]  | Work with waste, refuse |
| [ ]  | Potential exposure to blood or bodily fluids | [x]  | Face-to-face contact with members of the public |
| [ ]  | Other (please specify):      |  |  |

**Agile Working**

All staff may be required to work from a different base or in a different location at some point in the future in line with any Council or school needs.  Such changes will be made after proper consultation and shall be deemed to be reasonable after taking into account any personal requirements.

April 2025