

Job Description



Position: Operations Manager

Contract Type: 2 year fixed term

Hours: Full Time (including 2 Saturdays or Sundays a month)

Pay: £29,452 - £34,320

Reports to: Directors

About Ragtag Arts

Ragtag Arts is a community arts organisation with the environment at its heart. We believe in **REUSE, CREATE, PLAY** and use creativity to bring people together, reduce waste and make art accessible to everyone.

We operate across **two buildings in Kendal: Elephant Yard (Town Centre) and Mealbank.**

Elephant Yard – Our Front-Facing Venue

Our town centre venue at Elephant Yard is Ragtag's **public-facing community space**. It is home to our Scrapstore and Crafty Café, where visitors can browse and buy creative materials, grab a drink and cake, take part in activities and workshops, attend children's parties and enjoy our creative play spaces.

Elephant Yard is a busy, welcoming community venue and is the main point of contact for many of the people who use Ragtag. It is therefore particularly important that the venue is well presented, well organised, welcoming and runs smoothly on a day-to-day basis.

Mealbank – Our Creative and Operational Hub

Our Mealbank site is home to the **Ragtag Pottery**, artist studios, Scrapstore storage, our Loose Parts Project and our events and creative programme. It is also where much of the behind-the-scenes making, preparation and development of Ragtag takes place.

We also deliver outreach projects in schools, festivals and community settings, providing high-quality, accessible creative workshops that inspire people through creativity, play and reuse.

Job Purpose

The Operations Manager is responsible for overseeing the smooth, effective and safe day-to-day operation of Ragtag Arts across all departments in both of our buildings.

Working closely with the Directors and wider Ragtag team, the Operations Manager will oversee staff and volunteers, coordinate day-to-day operations, support the running of both venues, manage bookings and administration, and ensure that our policies, procedures, health and safety and operational systems are maintained.

The Operations Manager will not be expected to personally undertake every task within these areas. Their role is primarily to **coordinate, oversee and ensure that things are being done properly**, supporting team members to carry out their responsibilities effectively.

At Ragtag, we believe in **leading from the front**. While the role is primarily about coordinating, overseeing and managing the team, the Operations Manager will also be expected to get stuck in and work alongside the team when needed. This will include serving coffees, working in the Scrapstore, cleaning toilets, setting up spaces, helping with workshops or delivering children's parties.

We are looking for someone who is happy to roll up their sleeves and get involved. This is a varied, hands-on management role within a busy creative organisation. The successful candidate will need to be organised, practical, confident working with people and able to identify and solve problems.

Key Responsibilities

Staffing and Team Management

- Overseeing the day-to-day management of Ragtag's staff and volunteers including producing rotas to ensure appropriate staffing levels.
- Managing staff and volunteers, providing support with day-to-day queries, having regular check ins and carrying out appraisals.
- Ensuring staff understand their roles and responsibilities and monitoring tasks are being completed effectively.
- Organising staff training, inductions and onboarding and ensuring staff are following Ragtag's policies and procedures.
- Addressing minor staffing and performance issues and escalating more significant concerns to the Directors.
- Helping create a positive, supportive and inclusive working environment.
- Liaising with Directors regarding staffing, performance or safeguarding concerns where appropriate.

Scrapstore and Crafty Café – Elephant Yard

The Operations Manager is responsible for overseeing the smooth and effective day-to-day running of the Scrapstore and Crafty Café at Elephant Yard.

They will work with the team to ensure that the venue is well organised, welcoming, safe and operating efficiently.

Responsibilities include:

- Oversee the day-to-day running of the Scrapstore and Crafty Café including sales procedures.
- Ensure the Scrapstore and café are clean, tidy, well organised and welcoming to customers.
- Oversee stock levels and ensure supplies are ordered when required.
- Ensure the venue is appropriately set up and ready for workshops, parties, events and other activities.
- Identify operational issues and take appropriate action to resolve them, escalating issues to the Directors where necessary.
- Regularly review how the Scrapstore and Café are operating and identify ways to improve efficiency and customer experience.
- Overseeing food hygiene and café operations, ensuring that the kitchen and cafe are maintained to a high standard and that Ragtag's food hygiene procedures are followed.

Buildings and Policies

The Operations Manager will oversee the general operational safety and maintenance of both Ragtag buildings, as well as maintaining the organisation's policies and procedures.

- Ensure appropriate opening and closing procedures are followed at both venues.
- Carry out or coordinate regular building checks, identifying and resolving issues.
- Ensure fire safety and emergency procedures are followed and that fire safety equipment servicing and checks are kept up to date.
- Support the Directors in maintaining safe working environments across both sites.
- Maintain and regularly review Ragtag's operational policies, procedures and risk assessments.
- Liaise with Directors where policies require significant changes, approval or strategic decisions.
- Ensure operational documentation is organised and accessible.
- Support Ragtag in meeting relevant legal, health and safety and organisational requirements.
- Ensure relevant health and safety procedures are followed by staff, volunteers and users.

Administration

- Monitor and respond to emails sent to the main Ragtag Arts account.
- Coordinate children's party bookings and room hire.
- Manage booking, enquiries and staffing for Ragtag Events.
- Manage new artist and ceramic studio enquiries and enrolments.
- Liaise with customers, artists, studio members and other users of Ragtag spaces.
- Support and oversee the organisation's book keeping and administration, using FreeAgent and Square for payments.
- Manage organisational budgets in collaboration with the Directors.
- Ensure administrative systems are kept organised and up to date.

Programming and Communications

- Contribute to the organisation's strategic direction and vision in collaboration with the Directors.
- Work with the directors and Community Engagement officer to develop activity programmes at Elephant yard.
- Update the Ragtag website with accurate and up to date workshop and activity information.
- Create posters and promotional materials.
- Support the Directors and wider team with social media, marketing and communications.

Networking and Partnerships

- Develop and maintain positive working relationships with local organisations, community groups, businesses and other partners, identifying opportunities for collaborations.
- Occasionally represent Ragtag at relevant local meetings and networking opportunities where appropriate.
- Share relevant opportunities, information and contacts with the Directors.

General Responsibilities

- Work flexibly as part of the Ragtag Arts team.
- Uphold Ragtag's values of **REUSE, CREATE, PLAY**.
- Help maintain an inclusive, welcoming and creative environment for everyone who uses Ragtag.
- Follow Ragtag's safeguarding, health and safety, equality and other organisational policies.
- Maintain confidentiality where appropriate.
- Take a proactive approach to identifying problems and finding practical solutions.
- Undertake other reasonable operational duties that support the effective running of Ragtag Arts.

Person Specification

Essential

- Experience of working in an operational, management or coordination role.
- Excellent organisational and time-management skills.
- Ability to manage a varied workload and prioritise effectively.
- Experience of managing, supervising or coordinating staff or volunteers.
- Good communication and interpersonal skills.
- Ability to work independently and use initiative.
- Confidence dealing with customers, staff, volunteers and members of the public.
- Ability to identify problems and find practical solutions.
- Confidence using email, online systems and basic administrative software.
- Ability to maintain accurate records and documentation.
- A practical, hands-on approach to problem solving.
- Ability to work flexibly in a busy community environment.
- Commitment to Ragtag Arts' values and inclusive approach.

Desirable

- Previous experience in an operations or management role.
- Experience working within a charity, CIC, community organisation or arts organisation.
- Experience working in a café, retail or customer-facing environment.
- Knowledge of food hygiene requirements.
- Knowledge of health and safety, fire safety and risk assessments.
- Experience managing bookings, memberships or studio spaces.
- Experience creating posters or promotional materials.
- Experience managing websites or social media.
- Experience working with community organisations or local partners.