



Job Description: Operational Manager

Hours of Work: 37.5 hours per week, some evening and weekend work

Salary: £35-£45k per year Negotiable depending on experience

Location: Otley Common

Contract:

12 months fixed term - (Probation Period: 3 months)

25 Day holiday per annum + Bank Holidays

Type: Freelance (initially)

Submission: CV and an accompanying personal letter of no more than one side of A4 setting out how you meet the requirements set out in the job description and person specification should be submitted to hello@otleycommon.org no later than midnight on 22nd February 2026

Interviews: Week commencing 2nd March

Start Date: ASAP

Purpose of the Role

The Operational Manager is responsible for the efficient day-to-day management of Otley Common, including room bookings, events, tenant liaison, facilities management, buildings safety and security. This role is pivotal in fostering a welcoming, vibrant, and sustainable community hub with excellent customer service and will work in close co-ordination with the Development Manager and Volunteer Co-ordinator.

Key Responsibilities

Facilities and Operations Management

- Oversee the day-to-day running of the building, including ensuring that appropriate maintenance and cleaning routines, health and safety compliance, and building security are in place and delivered within the allocated budget.
- Ensure that robust and efficient operational systems for all aspects of Otley Common's day-to-day running are developed and regularly reviewed.

- Ensure that a Reception function is maintained and staffed during opening hours using a volunteer rota.
- Ensure that communal spaces and rooms/spaces booked on a sessional basis are cleaned regularly and as needed.
- Manage and coordinate planned and reactive maintenance as part of taking a proactive approach to building upkeep.
- Develop and manage an effective Operations Team of staff and volunteers.
- Line management of Volunteer coordinator.

Room and Event Management

- Lead the studio and hot-desking lettings process, from enquiry to booking and ongoing support, ensuring high occupancy and customer satisfaction.
- Negotiate rental agreements for Wesley Hall studio and Caretaker's Cottage tenants.
- Develop and promote event packages tailored to community and commercial clients.
- Monitor performance of events and lettings against targets and implement strategies to maximise usage.
- Acting as licensee for serving of alcohol/hosting events.

Cafe and Catering

- Develop and implement the strategy for the provision of a Community Café in liaison with the Management Team.
- Ensure the Community Café is adequately staffed by trained and competent individuals
- Develop a catering offer for events that take place in Otley Common and work with the cafe team and local retailers to implement this.

Marketing & Promotion

- Work with the Marketing Team to develop and deliver strategies that engage potential customers and raise the profile of the Common.
- Collaborate with the Development Manager to promote the Common's facilities, events, and partnership opportunities through targeted campaigns and outreach.

Community

- Work with the Otley Common Development Manager to support new community groups to establish and flourish in the building.
- Finding practical ways to integrate a variety of different community groups from across Otley and the surrounding area to increase representation and diversity of users of the facility.

Staff & Volunteer Management

- Ensure the recruitment, training, and supervision of staff and volunteers, ensuring high standards of service and professional development.
- Ensure standard operating procedures are in place and adhered to including training and review
- Foster a positive, inclusive, and collaborative working environment.

Person Specification

Experience

Demonstrable track record of delivering excellent customer service through Operational management in a community venue, cultural space, hospitality, leisure, or multi-use environment. Experience to include:

- Managing buildings/facilities, including maintenance, health & safety, and security
- Financial & Resource Management experience developing and working within budgets; managing operational resources efficiently
- Managing room bookings, events, or lettings from enquiry to delivery and inputting to development of event packages
- Experienced Leader with experience of supervising, and supporting staff and volunteers and effectively collaborating with Board members and the senior leadership team

Skills

- Calm composed leader with a track record of organisational and leadership skills who can manage multiple priorities whilst bringing stability, clarity, and confidence to teams and situations.
- Experience of working autonomously within agreed parameters with informed self-starting/decision making
- Developing and maintaining efficient operational and performance management systems and procedures with attention to detail.
- Ability to motivate, supporting, and developing staff and volunteers
- Well developed, empathetic and confident interpersonal skills – to enable effective communication with tenants, partners, community groups, and the public
- Strong IT capability, including booking systems, spreadsheets, and reporting tools
- Numeracy skills to enable financial planning, budgeting, and business planning

Knowledge

Health, Safety & Compliance - An understanding of the latest health & safety legislation, risk assessments, and public-building compliance are essential.

Candidates should be able to demonstrate an understanding of the following:

- Safeguarding and Equality, Diversity and Inclusion best practice
- Marketing venues, events, or services with a marketing team
- Understanding volunteer-led operational models
- Responsibilities of acting as landlord or liaison point for tenants
- Licensing experience, including premises licence holder or designated supervisor
- Developing or managing a café or catering operation

Personal Attributes

Alignment with the values and vision of Otley Common as a community-focused organisation and interested

Entrepreneurial mindset with an interest in developing sustainable income streams.

- Passion for community development and supporting diverse groups to thrive.
- Proactive and solution-focused, with a hands-on approach to problem solving.
- Highly accountable and dependable autonomous leader
- Flexible and adaptable, including willingness to work occasional evenings and weekends as required by events.

Qualifications

- Relevant qualification in facilities management, hospitality, business management, or a related field.
- Health & Safety qualification or willingness to work towards one.
- Personal Licence Holder qualification or willingness to obtain.
