

PROVAN HALL COMMUNITY MANAGEMENT TRUST

Recruitment Pack – Provan Hall Manager

Salary: £35,000.00 pro rata

Work pattern: 35 hours per week, 7 month contract, externally funded contract

About Provan Hall:

Provan Hall is an A listed medieval building located in Auchinlea Park, which sits at the heart of Easterhouse, Glasgow. The property reopened in September 2023 after a £2m restoration, offering a new hub for heritage learning and engagement, and as a visitor gateway to the Seven Lochs Wetland Park.

Following its restoration, Provan Hall is now managed and operated by charity, Provan Hall Community Management Trust. The Trust's mission is to create and manage a sustainable heritage attraction which enhances the lives of the Easterhouse community and ensures local heritage is valued and recognised by locals and visitors.

Provan Hall Community Management Trust was awarded a grant from the National Lottery Heritage Fund in October 2023 to complete a two year project focussing on accessibility, inclusion and organisational resilience. Our staff work closely with community partners and national charities to identify barriers to access and we have addressed these issues throughout the project by developing our museum features and engagement programmes to suit a variety of ages, backgrounds and abilities. We continue to grow our organisation by embedding a commitment to accessibility and inclusion in our organisational values and raising the profile of Provan Hall as a private hire venue. We recognise the restrictions of developing accessibility in a medieval building and the challenges of developing a self-sustainable heritage venue and we respond with pioneering ideas and creativity.

The role:

We are looking for a manager to cover a period of maternity leave from mid March 2025. A self-starter, resilient individual who enjoys a fast paced, multi-faceted working environment. We are a small but ambitious team and we strive to develop Provan Hall as a popular tourist heritage site with a community heart. This role is a senior position, leading a staff team of 1 full time and 5 part time members of staff and there is responsibility for all operations including staff management, financial management and venue management. You will report directly to a board of Trustees and frequently engage with Glasgow City Council and external contractors. We are approaching the end of our funding grant period from the National Lottery Heritage Fund and so evaluation and reporting will be a main focus of this maternity cover role as well as daily operations and general duties.

JOB DESCRIPTION

Job title: Provan Hall Manager
Salary: £35000 per annum (pro rata). 7 month contract – maternity cover with potential to extend depending on funding.
Job purpose:
The postholder will be responsible for managing Provan Hall as a small museum and visitor centre on behalf of Provan Hall Community Management Trust, delivering a high standard of facilities management and health & safety alongside an exciting visitor experience and community programme. The postholder will also be responsible for supporting the financial viability of Provan Hall through income maximisation, exploring a range of funding opportunities and developing an inclusive visitor experience for all ages and abilities to enjoy.
Main duties and responsibilities:

Operational

- Overall responsibility for all aspects of public and asset safety, security and visitor care
- Manage staff in line with the Trust's policies and procedures
- Ensure that policies on equalities, diversity and inclusion are reviewed and implemented across all operations of the Trust from recruitment to visitor experience.
- Develop the accessibility of Provan Hall in regards to venue access, interpretation and project participation for identified community needs.
- Report to the Trust board and partners on a regular basis
- Direct development, review and implementation of Trust policies and procedures
- Manage the retail offering, sourcing and controlling stock
- Manage the marketing, events and community programme
- Manage maintenance and repairs, liaising with Glasgow City Council where appropriate
- Ensure appropriate governance is in place at all times
- Support staff through regular 1:1 and progress meetings, delegating and supporting project progress and programme delivery.

Finance

- Actively fundraise and complete funding applications on behalf of the Trust
- Report to funders as required
- Manage the operational budget, profiling expenditure and income and setting targets, ensuring robust financial procedures are in place
- Maximise income generation opportunities through hires, lets, merchandising and seeking out new opportunities for generating income.

Event and Activity Programme

- Manage the events and activities programme, ensuring legal and statutory requirements are met, e.g. licensing, insurance, health and safety etc.
- Ensure the activities and events programme aligns with the Trust's Vision and Values and targets identified community needs
- Manage events and activities budget and resources

Volunteer Management

- Implement a PVG Scheme for volunteers and staff
- Manage volunteer policies, budget and resources
- Support staff where appropriate on volunteer management

Relationships:

External

- Act as advocate for Provan Hall Community Management Trust
- Act as the Trust's representative on Seven Lochs Wetland Park Board
- Nurture and maintain positive relationships with partners, networks and funders
- Develop relationships and networks that create opportunities for Provan Hall development

Internal

- Reporting directly to the Trust Board
- Supporting the Trust Board to develop and implement policies and procedures, initiate and deliver projects and ensure appropriate governance is in place at all times.
- Line management of all Trust staff

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PERSON SPECIFICATION

	Essential	Desirable
Qualifications, Education and Training		
Qualified to degree level or equivalent in experience (Community Development/Heritage/Tourism/Visitor Attractions or similar qualification)	X	
Knowledge and Experience		
Experience in partnership working in the Community Development/Heritage sector	X	
Experience of leading a staff team	X	
Experience of leading volunteers		X
Experience of project management	X	
Experience of financial management and income generation	X	
Knowledge and experience in design and implementing inclusion, diversity and equality policies and strategies		X
Experience of facilities management		X
Knowledge of relevant health and safety legislation	X	
Experience in planning and delivering a programme of events and activities to maximise visitor numbers	X	
Experience in providing accurate reports to Trustees, funders and/or stakeholders	X	
Knowledge of cultural/ heritage context	x	
Experienced in successful fundraising	X	
Experience in the promotion and marketing of a project and/or charity		X
Skills		
Excellent interpersonal and communication skills	X	
Ability to work flexibly to changing organisational requirements	X	
Ability to manage workload with competing priorities	X	
Ability to work unsupervised and on own initiative	X	
Values		
A belief in the value of providing excellent customer service	X	
A commitment to developing inclusive means of access to heritage sites for all to enjoy	X	
A commitment to encouraging the local community values its local heritage	X	