



## HEAD OF OPERATIONS AND DEPUTY DIRECTOR - FISHBOURNE ROMAN PALACE

### JOB DESCRIPTION

<b>Job Title:</b>	Head of Operations and Deputy Director
<b>Location:</b>	Fishbourne Roman Palace Roman Way, Fishbourne, Chichester PO19 3QR
<b>Responsible to:</b>	Director of Fishbourne Roman Palace
<b>Responsible for:</b>	FRP Senior Management Team
<b>Hours of Work:</b>	Full time, including weekends, evenings, Bank Holidays and some early mornings so a flexible approach is necessary
<b>Salary:</b>	Negotiable dependent on experience
<b>Start date:</b>	Asap

### Introduction & Summary

The Sussex Archaeological Society (trading as Sussex Past) was founded in 1846 and is the oldest Archaeological Society of its kind in England. The Society has developed into a multifaceted organisation which operates six high-profile visitor attractions and museums across Sussex (including Fishbourne Roman Palace which is the largest Roman villa in Northern Europe), It produces high quality archaeological and historical publications, supports research initiatives and provides learning opportunities for thousands of schoolchildren and students.

The Society is at a critical stage of its development, working hard to stabilise and recover from the impact of the Covid crisis and recent political and economic challenges. In looking to endure a truly sustainable financial operating model for the future, the Board has decided to split the focus into three, the most profitable of which is Fishbourne Roman Palace.

The Society is a registered charity and a company limited by guarantee. Its current charitable objects for the public benefit are to:

- ***promote, encourage and foster study and research primarily related to the archaeology and history of East and West Sussex.***  
***manage and maintain or take-on museums and historic sites, monuments and properties.***  
***provide and advance suitable educational opportunities for children and adults in archaeology and history, both at the Society's properties and elsewhere.***

## The post

The Board of Fishbourne Roman Palace wishes to appoint an experienced Head of Operations/Deputy Director who has a proven track record of managing a challenging and varied operational environment. The successful candidate will need an empathy for the UK's amazing heritage, and specifically a passion for the UK's history and archaeology and lead a senior team of passionate and knowledgeable individuals and support the Director of Fishbourne Roman Palace, and the Board of Trustees, develop and implement a strategic vision for the Palace which will ensure its future financially and economically.

The main responsibilities of the role include, but are not limited, to:

- supporting the Director of FRP and deputising as appropriate;
- leading and motivating the senior team fostering a culture of accountability, collaboration, empowerment and trust;
- building a volunteer-heavy model of passionate and loyal individuals who can support the permanent team
- developing a programme that offers opportunities that can aid rehabilitation, improve wellbeing and engender change in the mindset for those with mental and physical challenges;
- developing and implementing operational strategies that are aligned with the Trust's overall goals and objectives;
- identifying and implementing process improvements to enhance the commercial offering, efficiency and productivity of the Palace;
- developing, implementing and monitoring key performance indicators (KPIs) and providing regular reports to the Director and Trustees;
- managing resources effectively, including personnel, budget, and infrastructure; identifying, managing and mitigating potential risks to the Palace operations;
- championing an environment that allows the professional Curator to ensure that the artefacts and collections are preserved and maintained to the highest possible standards;
- ensuring the Visitor Support Team provide a first-class experience to all visitors to the Palace, creating a welcoming, engaging environment that is accessible to all;
- enhancing the educational and learning provision for the Palace by supporting the Learning and Education Team develop new and exciting opportunities for schools, universities and adult learning;
- oversee and managing the Custodian and team to ensure the day-to-day operations of the Palace;
- act as point of contact for the current third-party caterers on site and consider a model which allows this to transfer to a successful in-house model;
- collaborate with colleagues across the estate and local area to champion the Society and its work;
- and working closely with other Trust members

## Person Specification

### Job Title: Head of Operations/Deputy Director

Essential	Desirable
<ul style="list-style-type: none"><li>• Education/Qualifications Completion of secondary school education or equivalent, leading to the attainment of a good standard of general education</li><li>• Excellent communication and interpersonal skills</li><li>• Proven ability to lead and manage teams</li><li>• A proven Head of Operations in a challenging and varied environment</li><li>• Experience of identifying, managing and mitigating risks (fire, H&amp;S, security etc.)</li><li>• Experience of developing and operating a successful commercial environment</li><li>• Knowledge of managing external contractors</li><li>• Understanding and experience of good customer care in the context of a visitor attraction such as a museum</li><li>• Experience of changing priorities due to operational requirements</li><li>• Experience of financial reporting and managing/controlling budgets, including cash handling</li><li>• Experience of Microsoft Packages, Office 365, Sharepoint, Outlook, Excel, Word)</li><li>• Willingness to learn new systems</li></ul>	<ul style="list-style-type: none"><li>• First Aider (Training can be provided)</li><li>• Fire Marshall (Training can be provided)</li><li>• Knowledge of museums and their role within the community</li><li>• Working in a museum environment to Arts Council Accreditation standards</li><li>• Experience of assisting with organising and the running of public events</li><li>• Working knowledge of Access Gamma or similar software</li></ul>

**April 2025**