



Job Description and Particulars of Appointment

1. Details of Post

- **Title:** Manager – Friends of the Flaxmill Maltings (Full Time)
- **Post Number:** FFM 1
- **Salary:** Circa £40,000 subject to skills and experience.
- **Location:** Within the Visitor Centre at Shrewsbury Flaxmill Maltings.
- The Manager will be employed by the Friends of the Flaxmill Maltings and will work with the Board and directors to help ensure that their aims and objective are realised.

2. Background and Introduction to Post

Just over 220 years ago, the last bricks were laid on an extraordinary building in Shropshire that would change our city skies forever. The Grade 1 listed Main Mill at Shrewsbury Flaxmill Maltings is one of the most important buildings in the world. Until recently the site has lain derelict but is now midway into a project which will save and restore this remarkable piece of the industrial revolution.

The site is owned by Historic England who are leading the restoration of the Main Mill and wider site regeneration, supported by a partnership comprising the Friends of the Flaxmill Maltings and Shropshire Council. The partnership has secured very significant funding, chiefly from the National Lottery Heritage Fund, to restore and fit-out the Main Mill and Kiln. This will provide interpretation and a catering service on the ground floor, commercial space for up to 350 staff on 4 floors, services, landscaping and car parking provision.

The Friends of Flaxmill Maltings (Friends) were formed in August 2010 to stimulate and serve the growing interest and enthusiasm for the development of the Flaxmill Maltings amongst the local and wider community. The Friends gained charitable status in November 2011 and have over 700 registered supporters, a dedicated coordinating committee and a growing team of volunteers. These are exciting time, so the Friends Manager will occupy a crucial position in an inspiring and innovative regeneration project.

The Friends currently manage a small visitor centre on the site and have developed significant activity, art, research, learning and public engagement programmes. The Manager will take up position midway through the 'construction' phase and will be integral to the appointment of other staff, design and delivery of the interpretation scheme, the catering offer, board and volunteer support and on-going activities, while liaising closely with Historic England and other stakeholders. The 'delivery' phase will herald plans for on-going progress in fulfilling the Friends ambitious Business and Activity plans. The Manager will also have



overall responsibility for fundraising, marketing and PR, volunteer recruitment, on-line presence, finance, staff & premises management and advice to the Board.

The Manager must be people orientated with a strong appreciation of business practices and targets. Commercial acumen and the ability to respond to changing circumstances is essential as is ability to develop both strategic and operational plans and put them into action while working in partnership and with community interests.

3. Job Purpose and Key Responsibilities

Purpose

Working in accordance with the funding agreements, business and activity plans, the purpose of the post is to:

- Support the Friends' Board in developing their organisation's mission and strategy, setting policy and goals for the organisation, and in ensuring that planned outcomes are realised.
- As a member of the Partnership Steering Group, the Manager will work closely with Historic England and project partners in pursuing their objectives.
- The Manager will provide the management of all aspects of the Friends responsibilities on the Flaxmill Maltings site and within the Community as determined by the Board.

Key Responsibilities

The Manager will be:

- Responsible to the Chair of the Friends of Flaxmill Maltings acting on behalf of the Board who in turn is responsible for the post holder's health and safety, training and development.
- Responsible for the Friends Coordinator and all future staff; acting in a supervisory/managerial capacity including monitoring performance, supporting development and undertaking performance appraisals.
- Responsible for all aspects of the Friends operations and for the recruitment and management of volunteers, and the working groups, while ensuring that all aspects of the work are covered by appropriate policy and procedures.
- Responsible to the Friends Board for the Friends finances, including the National Lottery Heritage Fund grant awarded for the Friends activities, and any other funding secured.
- A key member of the Partnership Steering Group and enabling appropriate Friends representation at all levels of the Project Governance Structure.



- Responsible for managing and monitoring contractors providing services for the Friends, including the catering contract.
- Responsible for overseeing the delivery of the Friends Activity & Business Plans, monitoring targets & outcomes and the thorough evaluation of the National Lottery Heritage Fund project while ensuring that sustainable plans are in place thereafter. Working closely with Historic England, their agents and contractors to ensure all aspects of the development and management of the site are undertaken collaboratively and in line with the overall objectives of the project and partners.
- Responsible for management of the Friends operations, including the Interpretation and Visitor Centre, catering contract, trading activities, business and activity plans, public relations and marketing.
- Responsible for maintaining, and developing further, contact and co-operation with key local, countywide, regional, national and international organisations for mutual benefit and in pursuit of the Friends and the project's objectives.

4. Main Duties

The Manager will:

- Report to the Board of Directors as required and keep them fully informed of the state of the organisation and factors that can influence it.
- Be responsible for ensuring that all policy and procedures regarding GDPR, IT, H&S, HR, Safeguarding and other statutory requirements are in place and monitored.
- Act as company secretary including keeping the records for all company meetings, ensuring compliance with legal and reporting requirements, advise the Board on legal and governance responsibilities.
- Support the Board in developing its capacity and skills to respond to the challenges it will face in pursuing its objectives, and ensuring that collectively it has an appropriate mix of expertise and experience.
- Support the Board in the development of the plans for the designated public areas of the redevelopment of the site including the Ground Floor of the Main Mill, Kiln, Jubilee Tower, external areas, and other buildings available for 'meanwhile' uses in consultation with Historic England's site management team.
- Work with the Partnership Steering Group and any consultants appointed to undertake relevant work including the Interpretation, to ensure that comprehensive and



sustainable solutions are secured for the redevelopment of the designated public areas, which meet the needs of the Friends and identified audiences.

- Maintain close liaison and manage any contractors providing function for which the Friends are responsible, including the catering function.
- Further develop and implement a volunteer strategy for the Friends.
- Manage the development of comprehensive, coherent and sustainable business plans for the Friends. To include five-year financial projections with associated sensitivity analysis and a detailed forward risk management plan.
- Manage the implementation and review of the Business Plan during the delivery and operational periods with continuous review of the Friends performance and the visitors experience and make recommendation for improvements as appropriate.
- Manage the ongoing development and implementation of the Flaxmill Maltings National Lottery Heritage Fund Activity Plan and ensure that approved plans are in place thereafter.
- Manage the premises for which the Friends are responsible and its operations in accordance with relevant legislation and good practice.
- Manage all aspects of the Friends finances including ensuring financial records are accurate and complete, maintaining the approved budget, and reporting financial results accurately and on a timely basis, while ensuring that all reporting requirements to Historic England/National Lottery Heritage Fund are met.
- Develop a fundraising strategy for the Friends and oversee its implementation and related activities.
- Working with project partners to design and execute a marketing strategy for the Friends.
- Ensure that the Friends maintains a strong internet and social media presence for marketing, PR and communication in liaison with project partners.
- Provide leadership in the development, implementation, and evaluation of the work of the Friends, including keeping up to date with best practices in heritage interpretation and community based activity.
- Represent the Friends in their work with government agencies, the media, funding agencies, education establishments and other community partners.



- Help develop partnerships with other heritage attractions and the tourism industry to promote the Flaxmill Maltings and in the interests of contributing to the visitor economy.
- Oversee the recruitment, management and development of the Friends staff and volunteers.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the Friends Board to respond effectively to the requirements of the Flaxmill Maltings Partnership Steering Group.

5. Performance & Customer Focus

The Postholder will:

- Adopt a customer focused approach when supporting the project, including engagement with partners and the community,
- Act as an advocate for the Friends and on behalf of the Board working collaboratively with the partner organisations to meet the project's outcome and support a culture of team working,
- Meet individual, service and personal development targets as agreed with the Friends Chair, learn from experience and be committed to continuous improvement individually

6. Conditions of Service

- Permanent full time (37 hours per week) position.
- Must be flexible in working pattern with evening and weekend working expected.
- Annual leave entitlement is 25 days per year plus bank holidays, pro rata.
- Access to an appropriate pension scheme will be agreed.
- The appointment is subject to two month's notice in writing on either side.
- The appointment is subject to three months satisfactory probation service.
- Smoking is not allowed in any place of work.
- It is a condition of your appointment that you provide a suitable vehicle for the performance of your duties and that this is readily available for use during working hours. You will be entitled to claim for reimbursement of costs of travel on Friends of Flaxmill Maltings business. Alternative arrangements will be discussed with candidates with a disability.
- This post is funded by the National Lottery Heritage Fund. The funding is subject to the grant conditions and achievement of targets. If these are not achieved to a satisfactory level, the funding could be withdrawn. This may result in the Post ceasing, following notice period, unless alternative funding can be secured



7. Pre-employment Requirements

The appointment is subject to receipt of the following pre-employment checks;

- Satisfactory employment references,
- Medical report,
- Evidence of the qualifications required.
- Safeguarding checks