



Site and Operations Manager

Job Title: Site and Operations Manager (Job share- partnership with Community and Volunteer Engagement Manager)

Responsible to: Chair or a nominated Trustees of the Severndroog Castle Building Preservation Trust

Responsible for: Contractors, maintenance personnel, security, cleaning staff, and other operational support roles; jointly responsible (with job-share partner) for Visitor Services Supervisor (Food and Beverage), Tearoom Supervisor, and Event Supervisor

Salary: £16,375 per annum Actual salary for 20 hours per week. This role works in partnership with a colleague covering Community and Volunteer management.

Contract: Part-time, 20 hours per week Permanent, alternate weeks working model with 2 weekends in every 4, minimum of one weekday shift to overlap with job share partner

Working Arrangements: Hybrid (home and onsite),

Introduction

Severndroog Castle is an 18th-century Grade II*-listed folly located in Oxleas Woods, saved from private development by a community-led campaign. The Severndroog Castle Building Preservation Trust (SCBPT) operates it as a visitor attraction and community asset. This role is crucial in ensuring the effective day-to-day operations, maintenance, and security of the site, safeguarding its historical significance while ensuring a seamless experience for visitors, staff, and contractors.

Purpose of the Role

The Site and Operations Manager will oversee all aspects of site management, including maintenance, security, health and safety compliance, and general operations. Working closely with the Community and Volunteer Engagement Manager, this role will ensure the physical infrastructure of Severndroog Castle is

maintained to high standards while supporting operational efficiencies that align with the Trust's business plan and strategic goals.

Key Responsibilities

Job Share Collaboration:

- Maintain regular communication and alignment with the Community and Volunteer Engagement Manager through 1) weekly updates basis to ensure seamless operation and a coordinated approach to site and visitor management, and 2) joint planning meetings ensuring that both roles are working towards the Trust's overall objectives.
- Foster a positive and collaborative relationship with the Community and Volunteer Engagement Manager to enhance teamwork, build trust, and ensure consistent service delivery.
- Support each other in covering key responsibilities during absences to avoid operational disruption.

Line Management Responsibilities:

- Jointly manage the Tea Room Supervisor (main point of contact during operating hours, Thu-Sun) and Events Supervisor, coordinating with the Community and Volunteer Engagement Manager.

Site Management and Maintenance:

- Conduct regular property maintenance checks, health and safety assessments, and oversee required remedial actions.
- Coordinate emergency contractor callouts and ongoing repair/maintenance work.
- Implement and manage a Planned Preventative Maintenance (PPM) schedule for the building and its infrastructure.
- Oversee a Forward Maintenance Regime (FMR) to ensure the long-term sustainability of the site.
- Ensure the Castle's fabric and systems comply with legal and funding obligations.
- Ensure all site security procedures are adhered to, including managing access control, site inductions, and overseeing security equipment.

Operational Management:

- Oversee and coordinate all on-site operations to ensure smooth functioning of Severndroog Castle as a public visitor site.

- Ensure compliance with all statutory regulations, including fire safety, health and safety, and environmental guidelines.
- Manage external service providers, including cleaning, security, waste management, and grounds maintenance teams.
- Work collaboratively with the Community and Volunteer Engagement Manager to ensure operational needs align with event schedules and visitor services.

Management of Commercial Activities & Events:

- Manage private bookings (weddings, classes, performances), ensuring high standards of service and that financial targets are met.
- Ensure supplies are procured and delivered in good time for all Events - you will be the account holder for the Trust for key wholesale suppliers.
- Ensure adequate support by volunteers is arranged and book casual staff where necessary.
- Supervise and direct the Events Supervisor's work plan and event briefs.

Public Opening Hours – Sundays:

- Coordinate with the Community and Volunteers Engagement Manager to take part in the Sunday Duty Roster:
 - You will be expected to attend onsite for Sunday opening for a minimum of one Sunday per month
- Ensure at least one trained First-Aider is on duty during public opening hours
- Make decisions to close viewing platforms or parts of the building for safety reasons or adverse weather, communicating clearly to public and volunteers.
- Coordinate with the Community and Volunteers Engagement Manager in booking occasional casual-worker Duty Managers where required to ensure continuity of cover.

Health & Safety Compliance:

- Develop, implement, and monitor risk assessments and emergency protocols for all site operations.
- Maintain up-to-date health and safety records and ensure all policies and procedures are communicated effectively to staff and contractors.
- Ensure compliance with accessibility requirements and GDPR in relation to site operations.
- Ensure the physical setup and infrastructure for events comply with safety regulations and enhance the visitor experience.

Financial & Resource Management:

- Oversee operational budgets related to site maintenance, security, and contracted services.
- Manage procurement of materials and services in line with budget constraints and quality expectations.
- Process invoices and produce records related to site operations spending.

Stakeholder & Contractor Relations:

- Act as the primary contact for contractors, maintenance personnel, and security services.
- Work closely with the Trustees to ensure the operational strategy aligns with the Castle's broader goals.
- Support fundraising and grant applications by providing operational insights into site needs and infrastructure improvements.

Administration:

- Monitor and respond to website and info@severndroogcastle.org.uk enquiries related to building hire and other operational queries.
- Manage all incoming mail to the Castle.

Person Specification

Essential:

- Proven experience in site operations, facilities management, or heritage property maintenance.
- Knowledge of building management, maintenance planning, and health & safety compliance.
- Experience in managing contractors, budgets, and operational processes.
- Understanding of statutory regulations, including fire safety, accessibility, and health and safety requirements.
- Ability to respond swiftly to emergencies and implement effective problem-solving solutions.
- Excellent organisational skills with the ability to prioritise workload and communication skills.

Desirable Criteria:

- Experience working with historic buildings or within a heritage/cultural organisation.

- First Aid qualification or willingness to undertake training.
- Knowledge of heritage conservation principles and funding frameworks for historic sites.
- Familiarity with security systems, fire safety procedures, and maintenance software.

Additional Notes

- Attendance at Severndroog Castle Building Preservation Trust Board meetings and sub-group meetings only if/when required.
- Continuing professional development is encouraged, with opportunities for training and upskilling.
- A DBS check will be conducted before the appointment is confirmed.
- Severndroog Castle is committed to equal opportunities and welcomes applicants from all backgrounds. Reasonable adjustments will be considered for candidates with disabilities.

To Apply:

Send your CV and a short covering letter outlining your suitability for the role to jobapplications@severndroogcastle.org.uk

Closing date: 31 January 2026

Shortlisting by 15 February 2026

Interviews:

1st interview (online) weeks beginning 16th & 23 February 2026

2nd interview (on site) week beginning 2nd March 2026