

Sotheby's INSTITUTE OF ART

Job Title: Head of Operations

Job Summary – overall purpose of the job:

Reporting to the CEO, the Head of Operations provides strategic and practical oversight of all aspects of the Institute's London premises. In addition, the role requires a commercial and revenue-generation outlook. The role encompasses accountability for the full range of elements, including strategic space planning, landlord relations and contractor management, customer service and front office operations, hard and soft facilities management and compliance. The role demands the highest standards of service to customers, both internal and external, and operates as a member of the senior management team.

The Organisation – the job context

Sotheby's Institute of Art - London is situated in Bedford Square, built between 1775 and 1783, one of the best preserved Georgian squares in London with a private central garden. The London Institute is part of the 'larger academy' of Bedford Square, located next door to premier educational institutions such as the Architectural Association and the Paul Mellon Centre, with the University of London and the British Museum in the neighbouring square. Sotheby's auction house, the National Gallery, the National Portrait Gallery and the Royal Academy of Arts are a few minutes' walk away. The Institute is also close to Mayfair, the traditional centre of the London art market, where many dealers and galleries are located.

Founded in 1969, Sotheby's Institute of Art – London is among the world's leading postgraduate level institutions offering Master's degrees, Semester, Summer and Short Courses. Our Master's programmes cover four principal subject areas: Art Business, Contemporary Art, Fine and Decorative Art and Design, and Modern and Contemporary Asian Art. Within these subject areas students can take a wide range of tracks and concentrations, enabling them to create their own career pathway. We have been an affiliated institution of The University of Manchester for 21 years, who validate our programmes in London.

Key Job Deliverables / Responsibilities – principal activities undertaken by job holder:

Planning, Development & Commercial

- Manage the Institute's space planning at strategic and operational levels, advising on optimal usage of the properties and managing implementation
- Explore and promote income generation opportunities for the Institute via appropriate and approved external use of its property
- Enhance the efficiency of the operation and usage of the Institute's property so as to meet and exceed budgetary targets
- Lead our relations with landlords and oversee the negotiation of leases, applying close knowledge and experience of listed buildings requirements and of practical property solutions

- Manage our relations with surveyors and professional advisors as required
- Provide strategic guidance to the CEO regarding options for developing the Institute's built environment fit for its emerging new business

Facilities Management

- Lead the Facilities team so that all operational aspects of the Institute's premises are actively managed at all times to ensure full, comfortable and safe availability to users whenever required
- Manage an appropriate level of staffing to ensure the buildings are operational and secure at all times
- Manage the maintenance, cleaning, security and safety & first-aid provision of the Institute's estate
- Act as a primary key-holder to buildings and provide 24-hour response when any action is required
- Oversee the compiling and scheduling of room availability for accurate allocation to demand by lectures, seminars, meetings and events
- Work with all departments on the forward planning of space, with clear communication channels between Facilities and all other departments within the Institute

Front Office and Customer Service

- Lead the running and performance of the Front Office, including cost and time management, to ensure the delivery of outstanding service to current and potential stakeholders of the Institute
- Manage the handling and fulfilment of all operations-related requests by staff and students
- Continually review and develop the skills and attitude of the Front Office and Facilities team members in pursuit of excellent customer service

Administration and Compliance

- Ensure that risk assessments are undertaken as required and health & safety procedures are adhered to, and that the Institute meets its obligations under applicable regulations
- Work with the Finance Director to devise and report periodic key indicators for property, facilities and Front Office performance
- Control all aspects of property-related expenditure through the institute's financial control processes

Experience and Skills

This position plays a key leadership role at the Institute in respect of customer service internally and to external users and prospects of the Institute. A professional presence with colleagues, students and visitors is therefore essential.

The successful candidate must have a strong dual skill-set both strategically and operationally, and must:

1. have seasoned experience in the management of high quality premises and all associated facilities
2. possess superior interpersonal, and spoken and written communication skills
3. have the ability to work independently, flexibly and collaboratively with senior management peers, staff and faculty, communicating effectively with these different constituencies
4. be highly self-motivated, responsive and results-oriented, and possess excellent leadership skills with a focus on outstanding professionalism and customer service
5. have fluent Microsoft Office skills, including advanced Excel
6. be accomplished in budget and works planning and control
7. demonstrate the proven ability to manage under pressure and meet deadlines, analyse options and take the appropriate action.

Candidates should have a Bachelor's degree or a property-related qualification and substantial experience of managing a diverse group of staff and contractors.

Effectiveness in the role will require the appointee to be able to work flexible hours as need arises e.g. attending on-call as needed, staying late to complete urgent work.

Experience of the higher education sector and an interest in the art world is desirable.