

**Manchester  
City of Literature**

Could you be the next Manchester City of Literature...

# **OPERATIONS MANAGER**

Job Application Pack  
September 2023

**THE ROLE: OPERATIONS MANAGER**

**SALARY: £27,500 PRO RATA**

**COMMITMENT: 21 HOURS PER WEEK**

**CONTRACT: FIXED TERM UNTIL END OF JUNE 2025**

**REPORTING TO: EXECUTIVE DIRECTOR**

**FLEXIBLE WORKING: YES**

**HOLIDAY: 15 DAYS PER YEAR**

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# ABOUT US

Manchester City Of Literature was designated a UNESCO Creative City in 2017, and is now an independent and not-for-profit organisation that manages the UNESCO designation on behalf of a partnership of 40+ literary organisations led by Manchester City Council, The University of Manchester and Manchester Metropolitan University.

This is an exciting time to join Manchester City of Literature to deliver the organisation's vision and to celebrate the diverse range of voices and stories in Manchester.





# ABOUT THE ROLE

The Operations Manager role will ensure the smooth running of all HR, financial and administrative processes for Manchester City of Literature, supporting both staff and Trustees. This will include keeping all HR records and policies up to date, working with an external book-keeper and management accountant to ensure financial processes are effective and efficient, ensuring reporting functions for core and project funders are in place and supporting the team to maximise their impact.

You will work across our creative programme, community engagement, communications and partnership roles ensuring core office and support functions are in place. Your day-to-day workload will include financial reporting, research, database administration, report writing, event support, contracting project staff and volunteers and Trustee liaison. Special projects will include jobs such as developing new policies, overseeing an office move, supporting the Creative Producer for the Festival of Libraries and setting up new internal management processes.

This is an exciting opportunity for a skilled administrator with a background in office or project management. Equally important is the drive to work in a creative, integrated and forward-looking charity. The role is very varied, and we are looking for someone who is attracted to the breadth, diversity and opportunity it presents.

The post will suit someone with excellent people and communication skills, who is goal-oriented and hard-working, and with strong project management and organisation skills.

Manchester City of Literature is a small team, and staff will be expected to share essential work that needs to be undertaken.

# Manchester City of Literature

## RESPONSIBILITIES:

### HR and Operations

Ensure accurate HR records are kept for all staff, project staff, freelance artists and Trustees

Develop and maintain efficient administrative systems across the organisation, including the implementation and operational oversight of contact database and IT support contracts.

Evolving the collaborative culture of Manchester City of Literature, ensuring comprehensive and well socialised employment policies are in place, and freelance artists are integrated within the life of the organisation.

Ensure Policies and Procedures are up to date, fit for purpose and adhered to.

Manage procurement and supplier management including contracting and contracts.

### Finance and Governance

Liaise with the external book-keeper and management accountant to produce accurate quarterly management accounts and other required reports.

To liaise with the payroll provider to ensure monthly salaries and pension payments are timely and accurate.

Support the Executive Director to ensure that statutory and governance matters are dealt with in a systematic, timely and accurate manner

Support the Executive Director in preparing quarterly reports for the Board on company, financial and staff matters



# Manchester City of Literature

## RESPONSIBILITIES:

### Creative Programming

Support the Creative Producer with contracting all artist and freelance contracts,

Act as associate producer on the Festival of Libraries between April and June, liaising with library partners, artists and other partners.

Maintain clear and effective filing and administration for each creative project.

### Supporting the Partnership Network

Book venues and speakers for quarterly partner meetings in partnership with the Partnerships and Communication Manager and help with hosting networking events and coordinating working groups.

Ensure that contact databases are accurate, secure and GDPR-compliant.

### Funder Reporting and Fundraising Support

Ensure a calendarised timetable of all reporting commitments to core and project funders is maintained and accessible to all team members.

Coordinate the completion of reports with the Executive Director ensuring all team members provide data and reports on time

Support funding bids and sponsorship approaches through research, proofing and editing of joint funding applications to bring additional funds into the city.



# Manchester City of Literature

## RESPONSIBILITIES:

### Research and Evaluation

Support the Executive Director in preparing presentations and case study materials for dissemination with the UNESCO Creative Cities Network and with other local and international partners.

### General

Report progress to the Executive Director, and the Board as required. This will include analysing data and the preparation of written reports.

Attend and help host Manchester City of Literature events from time to time. Support and supervise volunteers and student placements as required.

Monitor and manage the Operations annual budget, set in collaboration with the Executive Director.

Ensure the vision and values of Manchester City of Literature are embedded in all Manchester City of Literature activities and communications.

Enable Manchester City of Literature to contribute to Manchester's wider ambitions for culture including those outlined in the Our Manchester strategy and Manchester City Council's Cultural Ambition.

Other responsibilities as required to meet the organisational needs of Manchester City of Literature.





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**APPLICATIONS OPEN: 5TH SEPTEMBER  
CLOSING DATE: 25TH SEPTEMBER 5PM  
INTERVIEWS: 3RD OCTOBER**

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**TO APPLY PLEASE SEND US:**

- **Your CV** including the names and contact details of two referees;
- **A letter** (no more than two sides of A4) telling us:
  - Why you would like to be considered for this role
  - How you demonstrate some or all of our core values and
  - What knowledge, experience and skills you would bring.
- **Our equal opportunities monitoring form** (voluntary)

Email both to Ivan Wadeson, ([ivan.wadeson@manchester.gov.uk](mailto:ivan.wadeson@manchester.gov.uk)) by the deadline. You can also use this email if you would like to arrange an informal conversation with Ivan about the role.

**PLEASE NOTE:**

Expenses will be paid for travel in the event of being called to interview.

If the role holder is disabled every effort will be made to supply aids, adaptations, equipment and support to allow them to carry out the role.

Manchester City Of Literature is committed to promoting equal opportunities and to ensuring the organisation is representative of the people of Manchester. We encourage applications regardless of age, disability, gender, race, religion or belief and sexual orientation. We positively encourage applications from communities or groups under-represented in the governance of cultural organisations.

# OUR VISION

An innovative, distinctive, equitable, globally connected city of reading and writing, where diverse voices are celebrated, where creative talent and industries are nurtured and where literary activity changes lives.

- Ensure **diversity is at the heart** of the City of Literature – truly reflecting the richness of Manchester’s voices in governance and actions
- Encourage reading, boost literacy and **promote cultural expression** – celebrating the enjoyment of reading and writing as strong foundations for future success and well-being
- Celebrate **literature in its broadest sense** – including but not limited to written, spoken word, dramatic and digital work
- **Widen access** to, and engagement in, literary activity – including to groups and areas of the city where people are least engaged in culture
- **Nurture emerging talent** and develop existing success – by strengthening networks, opportunities and progression routes for writers at all stages of their careers
- Enhance **support and infrastructure for creative industries** around literature – building on the strengths of existing activity and networks and enabling fundraising and commissioning work
- **Raise the profile of literature**-based cultural activity, businesses and heritage –attracting visitors to the city and promoting Manchester as a strong, literature-friendly location for publishing-based industries
- Strengthen **international connectivity** – through engagement in the UNESCO Creative Cities Network, collaborating on joint projects with other Creative Cities and sharing best practice