

Job Description	
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Job Title: Newham Heritage Centre Commercial & Operations Officer	Service Area: Arts, Heritage and Events	
Directorate: Adults and Health	Post Number: Fusion TBC	Evaluation Number: 7825
Grade: SO2	Date last updated:	
People at the heart of everything we do We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.		
Equality and diversity We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.		
Protecting our staff and services Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.		
Corporate parent We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.		

Overall Purpose of Job

The Commercial and Operations Officer will manage the delivery of Newham Heritage Centre's (NHC) commercial programme and its day-to-day operations. This role is central to ensuring NHC's financial and operational sustainability. This includes managing venue hire, the relationship with the cafe operator, and commercial partnerships. Closely tied to this is the development and implementation of key operational systems which ensure NHC delivers services to the highest standards, operates safely and provides excellent customer service for all.



Job Summary

Newham Council is leading a landmark project to transform Canning Town Old Library into NHC. This Grade II Listed building is nearing completion of a major refurbishment led by Stirling Prize winning architects [Haworth Tompkins](#). Upon completion, expected in autumn 2026, the building will contain a new exhibition space, reading room, state of the art archival storage, digital suite, learning space, venue hire space and cafe.

The Commercial and Operations Officer is a new post which will oversee commercial activity and the day-to-day operations of NHC. The postholder will work to achieve income targets and build long-term partnerships. They will also be required to support promotion of NHC as a venue for hire.

The postholder will proactively seek hire opportunities such as corporate and community activities and events, filming, etc which support NHC's financial sustainability and enrich its cultural programme. The postholder will work with a broad range of internal and external stakeholders to do this, while monitoring results with high levels of financial accountability. This will include setting up and maintaining a system for hire management.

The postholder will also work closely with the NHC Manager and relevant internal teams to ensure the centre's operations are run efficiently and meet consistently high-quality and professional standards. They will have budget responsibility and be trained in appropriate financial systems.

The post holder reports to the NHC Manager.

This role does not have direct line management responsibilities but will manage ad hoc sessional staff to support event delivery as required.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

1. Lead and manage the day-to-day operations of NHC which will include working with other internal services, ie facilities management, licensing and security to ensure the efficient and safe running of the building.
2. Manage the building by:
 - 2.1. Ensuring the highest standards of health and safety are maintained and that the building is fit for purpose and safe for all. This includes taking responsibility for health, safety and wellbeing matters raised, ensuring risk assessments are carried out and that any serious concerns are passed to senior and/or specialist staff.



- 2.2. Ensuring appropriate provision of first aiders and first aid equipment.
 - 2.3. Ensuring all fire regulations and standards are met.
 - 2.4. Leading the response to emergency situations affecting the building at any time.
 - 2.5. Liaising with the Facilities Management service and contractors to ensure building, security, and cleaning concerns are managed effectively and efficiently.
3. Lead and manage the day-to-day commercial activities of NHC, including:
 - 3.1. Leading the development and implementation of a commercial strategy for the centre, with a wide range of opportunities to maximise income, including internal Council services.
 - 3.2. Being responsible for venue hire and maximising income from the centre's hire spaces.
 - 3.3. Building a strong client base for the centre across commercial and community partners.
 - 3.4. Leading in the practical delivery of events and activities which generate income.
 - 3.5. Tracking the success of initiatives, monitor income generated and report against agreed targets.
 - 3.6. Working with the NHC's communications lead to create marketing content and materials including researching appropriate marketing channels – online and offline to raise the centre's profile.
 - 3.7. Setting up a system for hire management.
 - 3.8. Managing the relationship with the café operator and acting as the primary contact.
 - 3.9. Acting as the primary contact to third party users of the centre.
 - 3.10. Ensuring hires are properly planned, resourced, delivered, managed, and evaluated.
 - 3.11. Ensure excellent levels of satisfaction of third-party users through continuous improvement and development.
 - 3.12. Monitoring and overseeing maintenance of event hire equipment and resources including furniture and technical equipment.
 4. Working with the NHC Manager to forecast and manage income targets.
 5. Have a flexible approach to working hours with an ability to work outside normal office hours, to include evenings and weekends as required by the business.
 6. Perform any other relevant and reasonable duties commensurate with the level of the role.

Personal Specification**Job Title:**

Newham Heritage Centre Commercial & Operations Officer

Service Area:

Resident Engagement and Participation

Directorate:

Adults and Health

Post Number:**Evaluation Number:****Grade:****Date last updated:****IMPORTANT INFORMATION FOR APPLICANTS**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA**METHOD OF ASSESSMENT****EDUCATION/QUALIFICATIONS**

Must be educated to A Level standard or equivalent

Application

**WE ARE NEWHAM.**

CRITERIA	METHOD OF ASSESSMENT
KNOWLEDGE Clear understanding of the cultural and event hire industry Thorough knowledge of health and safety legislation Safeguarding of vulnerable adults and Children and Young People GDPR regulations	Application and interview Application, interview and test Application, interview and test Application, interview
EXPERIENCE Minimum of 5 years' experience of venue management (preferably in a cultural venue) Experience of generating commercial income through a range of sources including filming, rehearsals, brand activation and corporate events. Experience working with a variety of partners including producers, artists, agents and community groups Experience of planning and managing budgets, utilising resources effectively Experience of delivering excellent standards of customer service Experience of health, safety and wellbeing compliance/risk assessment and legislation	Application, interview and test Application and interview Application, interview and test Application and interview Application, interview and test Application, interview and test

CRITERIA	METHOD OF ASSESSMENT
SKILLS AND ABILITIES Excellent organisational and project management skills, with the ability to adapt and respond to changing events quickly when required Excellent time management Excellent verbal and written communication and presentation skills Ability to confidently negotiate effectively both internally and externally Strong interpersonal skills to enable effective communication with a wide variety of people including colleagues, elected members, volunteers, and representatives of external organisations An efficient approach to delivering tasks with a high level of attention to detail Ability to organise and prioritise a varied workload to meet deadlines for themselves and others A can-do and proactive approach with the ability to contribute to the development of the project Excellent IT skills, including Microsoft Office First aid and fire marshal trained	Application, interview and test Application and interview Application, interview and test Application, interview and test Application, interview and test Application and interview Application, interview and test Application and interview Application and interview
PERSONAL STYLE AND BEHAVIOUR Open to working collaboratively with internal and external stakeholders Commitment to undertaking Continuing Professional Development	Application, interview and test Application and interview

CRITERIA	METHOD OF ASSESSMENT
OTHER SPECIAL REQUIREMENTS Flexibility in working hours, including weekends and evenings DBS (enhanced)	Application and interview Satisfactory clearance at conditional offer stage