

NOTTINGHAM UNESCO CITY OF LITERATURE

# Operations Manager



£34,000 pro rata (£20,400)


21 hours per week

Fixed term until June 2022



[nottinghamcityofliterature.com](http://nottinghamcityofliterature.com)

  @NottmCityofLit

  NottinghamCityOfLiterature



United Nations  
Educational, Scientific and  
Cultural Organization



Nottingham  
UNESCO City  
of Literature

## About Us

Nottingham was awarded UNESCO City of Literature status in December 2015 and now takes its place as a member of the UNESCO Creative Cities network, enabling it to play a cultural and creative role on the international stage.



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## What We Do

**As a member of the UNESCO Creative Cities network, we play a cultural and creative role on the international stage.**

Our vision as a UNESCO City of Literature is for a city where everyone is reading and writing their way to a better life. We believe in the power of literature as a reflection of humanity and a way for everyone to better understand each other and the world we live in.



- We use the UNESCO accreditation to enable young people to discover the sheer creative joy and life-changing power of reading and writing.
- We promote Nottingham's amazing and radical literary heritage – it has shaped who we are today.
- We commission new work and create new partnerships with schools, libraries, young people and communities to create a place of exchange and celebration for writing and reading.
- We broker opportunities for international collaboration and exchange for the benefit of Nottingham writers and creative communities.

## Our Projects

We are a young organisation, only 5 years old. During that time, we have run a number of projects, including:

- [Big City Reads](#)
- [Eastwood Comics](#)
- [MyVoice](#)
- [Young City of Literature Ambassadors](#)
- [Young Poet Laureate](#)

You can find out more by visiting our [website](#).

## Nottingham City of Literature in 2020

- We re-designed [MyVoice – a virtual celebration](#) of Nottingham’s young voices, as they explored the key social justice issues central to their young lives. Watch performances from Debris Stevenson, award-winning Derek Owusu and Jerub.
- We published Speak Up! A new anthology of Nottingham’s young diverse voices. [Download your copy](#)
- We produced a series of virtual author events with authors Tayari Jones, Ann Patchett, Philippe Sands, Emily Pine and SJ Watson broadcasting to global audiences of 2,000.
- We launched a new Letters of Solidarity campaign to further young people’s experiences of writing for meaning and expression, encourage a love of words and capture a moment in history. [Read the incredible letters](#)
- We collated a [one-stop hub](#) of literary resources for younger readers.
- We launched a [Life During Lockdown](#) series from a fantastic array of Nottingham writers and illustrators who all share their perspectives on lockdown.

## The Charity

We are a team of six part-time staff. Our Board of trustees consists of eleven dedicated professionals who, steered by our chair, author David Belbin, volunteer their time to guide the organisation strategically.

We are funded by Nottingham City Council, Nottingham Trent University, University of Nottingham, and Arts Council England. Nottingham City of Literature is a charity (1161161) and a company limited by guarantee (09144072)

# Who We Are



**Sandeep Mahal**

**Director**

Sandeep is responsible for leading the company artistically and strategically to support Nottingham's arts and literature community. She works closely with partner organisations to develop ideas, creative opportunities and ambition to make Nottingham an even more creative city.

[sandeep@nottmcityoflit.org](mailto:sandeep@nottmcityoflit.org)



**Leanne Moden**

**Creative Engagement  
Coordinator**

Leanne provides administrative support to the Director and creative programmes which works with young people, schools, libraries, universities, audiences and our local communities.

[leanne@nottmcityoflit.org](mailto:leanne@nottmcityoflit.org)



**Matt Turpin**

**Communications  
Coordinator**

Matt joined Nottingham City of Literature to help support promoting the bid. Now we have the title, Matt works to ensure the city makes the best of it: promoting Nottingham and its formidable talents at home and around the world.

[matt@nottmcityoflit.org](mailto:matt@nottmcityoflit.org)

# Who We Are



**Phoebe Stafford**

**Creative Pathways  
Intern**

Phoebe is part of the Creative Pathways programme led by Lakeside Arts through the University of Nottingham. She is passionate about reading and writing and will be involved in some of the many exciting City of Literature projects in Nottingham.

[phoebe@nottmcityoflit.org](mailto:phoebe@nottmcityoflit.org)



**Katie Harrison**

**Associate Researcher**

Katie is the Associate Researcher at Nottingham UNESCO City of Literature working on the Erasmus funded Story Valley project.

[katie@nottmcityoflit.org](mailto:katie@nottmcityoflit.org)



**Jo Heldreich**

**Finance Manager**

Jo joined Nottingham City of Literature in 2020 as Finance Manager. Jo qualified as a Chartered Accountant in 2001 followed by 10 years leading the Finance Department of one of the East Midlands largest housing providers.

[finance@nottmcityoflit.org](mailto:finance@nottmcityoflit.org)



**Who  
We Are**

## UNESCO Creative Cities Network

**We are a global network of 39 cities  
that specialise in literature**

The UNESCO designation 'City of Literature' recognises excellence and places an obligation on cities to nurture and support their artform. We collaborate internationally by sharing best practice, supporting freedom of speech and running projects which ensure literature reaches as wide and diverse an audience as possible, locally and internationally.

The 39 Cities of Literature are part of a wider UNESCO Creative Cities Network currently made up of 246 UNESCO Creative Cities globally. Members from over 70 countries covering 7 creative fields – Crafts & Folk Art, Design, Film, Gastronomy,

Literature, Music, and Media Arts – have all received UNESCO designations, which recognise past, present and future: a strong cultural heritage, a vibrant and diverse contemporary cultural scene, and aspirations to extend culture to the next generation at home and to other cities in a global partnership.

The designations are monitored and reviewed every 4 years by UNESCO. To meet the criteria, each city makes a commitment to develop a shared network strategy, foster the exchange of information, encourage global partnerships, and promote creativity and culture.

*“Reading for pleasure is the single most important thing that will make a child successful in life.”*

– UNESCO

## About the Role

Working closely with the Director, Sandeep Mahal, the Board and team, this newly created role will be responsible for managing the day-to-day business operations of a busy city of literature office. With a significant track record of leading people, processes and planning, the Operations Manager will have the ability to motivate and develop teams and provide a foundation for the company's smooth running and financial resilience. If you care deeply about our vision, and are skilled at developing organisations in ways that create productive, enjoyable working environments, we would love to hear from you.

## Job Description Operations Manager

### Salary:

£34,000 pro rata (£20,400)

### Term:

Fixed-term contract until June 2022 with potential for renewal (subject to successful fundraising)

### Hours:

Part-time, 21 hours (Monday – Wednesday)

### Base:

A blended model of office and remote working. We are based at Left Lion's offices, 44-54 Freckingham St, Nottingham, NG1 1DQ

### Reporting to:

Director, Sandeep Mahal



# Role

## Purpose

To work alongside the Director to shape Nottingham City of Literature, create and implement its business plan and lead on the appointment and management of staff. The Operations Manager will have particular responsibility for the financial and operational wellbeing of the organisation, its work, staff and community.

**Note:** This description is a guide to the nature of the work and it is not wholly comprehensive or restrictive. As we are developing the organisation, we will examine job descriptions and update them to ensure that they accurately reflect the job required to be performed, or to incorporate proposed changes to said job description.

## Key Responsibilities

- Supporting the Director in the overall management of the organisation, including line management responsibilities.
- Ensuring the organisation operates within agreed annual budgets, manage restricted budgets and reporting on these to funders.
- With the Director shaping and implementing a sustainable, future facing income model and ensuring that client, funder and partner relationships are well managed.
- Developing and maintaining efficient administrative systems across the organisation, including the implementation and operational oversight of a new database and related support contracts.
- Evolving the collaborative culture of NUCoL, ensuring comprehensive and well socialised employment policies are in place, and that Freelance Associates are integrated within the life of the organisation.
- Ensuring that statutory and governance matters are dealt with in a systematic, timely and accurate manner.
- Ensuring Policies and Procedures are up to date, fit for purpose and adhered to.
- Preparing quarterly reports for the Board on company, financial and staff matters and attending Board meetings.
- Managing procurement and supplier management including contracting and contracts.
- Actively promote and ensure compliance with company policies relating to equality of opportunity and diversity, and Data Protection regulations (GDPR).
- Representing NUCoL as appropriate including deputising for the Director at stakeholder meetings and events.
- Maintaining the ethos and values of the charity and positively promote the work and activities of the charity.
- Assuming any other responsibilities that may reasonably be required.

## Essential skills and experience

The successful candidate will ideally bring the following qualities and experience:

- Highly experienced in organisational support and development work
- Experienced in managing a team
- Excellent communication and management skills
- Approachable, supportive and encouraging to colleagues and others
- Resilient: able to model good self-care, work to deadlines and budgets
- Able to think systematically and analytically to improve operational and financial processes
- Methodical organiser, able to foresee issues, overcome challenges and find workable solutions to problems in consultation with others as required
- Attention to detail
- Able to make critical judgement, knowing when to seek advice and assistance, and from whom
- Committed to personal growth and development and to the growth and development of others
- A strong commitment to the charitable objects and aims of Nottingham City of Literature.

## Knowledge & Experience

- 2 years+ experience in a similar role managing and developing small teams.
- Excellent planning with the ability to multi-task, delegate and prioritise within a busy working environment.
- Experience of financial management, including budget holding.
- Experience of shaping efficient operational systems including CRM.
- A thorough understanding of good charity governance.
- Knowledge of emerging fundraising models and experience of implementing online donate systems.

Our staff team bring a range of perspectives to our organisation and we welcome applications from individuals who are under-represented in the cultural sector including those of Black, Asian or minority ethnic heritage, those who have faced socio-economic barriers, those who identify as LGBTQ+, and those with disabilities. All applications for this position will be treated equally and confidentially.

# Terms & Conditions

## Salary & Contract

£34,000 pro rata (£20,400)

## Term

Fixed term contract until 30th June 2022 with potential for renewal subject to successful fundraising.

## Hours

Part-time  
21 hours  
Monday – Wednesday.

**Probationary Period:** There will be a probationary period of 6 months.

**Location:** A blended model of remote and office working. Nottingham City of Literature is located at Left Lion, 44-54 Freckingham Street, Nottingham, NG1 1DQ. There will be some travel across Nottingham required.

**Holidays:** Paid leave of 13 days per year plus statutory public holidays.

**Pension:** Nottingham City of Literature operates a qualifying workplace pension scheme.

**Period of Notice:** 1 month with additional weeks accruing for length of service (the notice period during the probationary period is 1 week).

**Expenses:** You will be reimbursed for all reasonable travel, accommodation, and other expenses which are wholly and necessarily incurred in relation to the performance of your duties and responsibilities, in line with Nottingham City of Literature's expenses policy.

**References:** Offers of employment are subject to the receipt of two satisfactory references.

**Policies and Procedures:** You are required to comply with all the policies and procedures stated in the Nottingham City of Literature handbook.

# Closing deadline for applications: 1st June 2021

**Shortlist Confirmed:**  
by 4th June 2021

**Interviews:**  
Friday 11th June 2021

Candidates selected for interview will be notified after the closing date and access requirements will be discussed at this point.

## How to Apply

Please send us a comprehensive CV (no more than 3 pages) and a personal statement (no more than 2 pages long) explaining:

- Why this opportunity interests you;
- What your relevant experience is in similar work environments;
- What particular skills and qualities you can bring to Nottingham UNESCO City of Literature;
- Your notice period for your current work.

If you have any questions, or require further information prior to submitting your application, please contact [sandeep@nottmcityoflit.org](mailto:sandeep@nottmcityoflit.org)

Applications should be sent to the same email address with the subject heading: 'Application for Operations Manager. Please note that late applications will not be considered.

Please detail any support we could provide you to enable you to carry out the role. If you have an access pack we are happy to receive this. Please note this will not have an impact on the selection process.

## Other information

To find out more about Nottingham City of Literature please visit:

[nottinghamcityofliterature.com](https://nottinghamcityofliterature.com)

  [@NottmCityofLit](https://www.instagram.com/NottmCityofLit)

  [NottinghamCityOfLiterature](https://www.facebook.com/NottinghamCityOfLiterature)

For information on the UNESCO Creative Cities Network please go to:

<https://en.unesco.org/creative-cities/home>

## Partners

Nottingham City of Literature is supported by:

NOTTINGHAM<sup>NTU</sup>  
TRENT UNIVERSITY



The University of  
**Nottingham**



**Nottingham**  
**City Council**



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**ARTS COUNCIL**  
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