



## Job Description

### Operations and Estate Manager

Location	Reports to	Hours	Salary
Bore Place, Chiddingstone, Kent, TN8 7AR	Director	37.5 hours a week	Up to £45,000

#### Mission for the role

Bore Place is a 500-acre organic farm estate in West Kent providing a unique venue with sustainability at its heart. It is home to a charity delivering programmes for young people, public and private events and courses, as well a home for complementary rural businesses. The mission for the Operations and Estates Manager is to deliver excellent facilities and services to all our visitors, beneficiaries and partners to support the growth of the venue and our charitable outcomes by 40% over the next 3 years.

#### Expected Outcomes

##### Deliver an excellent experience for all visitors to Bore Place

- Develop and maintain excellent facilities to meet the expectations of visitors and charitable programmes.
- Meet or exceed visitor satisfaction targets.
- Build a high performing, motivated, loyal and values-driven venue staff team.

##### A well regarded place and organisation by all who visit, live and work at Bore Place

- Meet all operational, compliance and landlord requirements for our estate, properties and services.
- Improve and maintain the Bore Place estate, properties and facilities.
- Deliver operational efficiency across the organisation.

##### Take a major role in enabling Bore Place to meet its full potential

- Support the Director to develop and deliver business plans to achieve growth in visitors, beneficiaries, revenue, profit and experiences at Bore Place.
- Instill the Bore Place values in all we do.
- Promote the overall mission of Bore Place to colleagues and visitors.
- Deputise for the Director and Duty Manager.

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Bore Place in numbers	Role remit
<p>48 bed venue via 3 properties used for visiting groups, holidaymakers, away days and retreats.</p> <p>1 kitchen and integral food offer for all visitors and events</p> <p>2 new holiday lets</p> <p>14 weddings and over 260 events held at Bore Place in last 12 months</p> <p>4 venue gardens</p>	<p>Oversee the day to day running of the venue to meet all client and visitor needs.</p> <p>Direct and manage a team of 15 staff and contractors delivering hospitality, food, garden and maintenance services (5 direct reports).</p> <p>Oversee the running of our new holiday let business.</p> <p>Meet the client needs for our growing number of weddings and events.</p>
<p>500 acres estate of organic farming land, including venue organic dairy farm, organic market garden, cheesemaker, underwoodsman, glamping and organic cakery.</p>	<p>Support the redevelopment of the farm buildings, parlour and infrastructure to improve farming operations and the visitor experience.</p> <p>Maximise the opportunity for rural tourism to the site for day visitors and overnight stays and lead infrastructure improvements to achieve these goals.</p> <p>Be landlord to the farm contractor, cheesemaker, underwoodsman, glamping, market gardener and organic cakery with responsibility for building maintenance/improvements and compliance.</p> <p>Oversee all site infrastructure including buildings, renewable energy installations, water management, driveways and car parks including maintenance and redevelopment plans, site safety and compliance.</p> <p>Work with the Director to develop the site and increase opportunities for complementary businesses /organisations to be located at and work from Bore Place.</p>
<p>1 education centre and gardens</p>	<p>Provide excellent facilities and resources to enable the education team to deliver our charitable programmes benefiting young people and their families, public events and courses.</p>
<p>6 residential properties – home to 20 people</p>	<p>Landlord of 6 residential properties, the majority being homes for staff working at Bore Place. Responsibility for building maintenance/ improvements and compliance with all relevant regulations.</p>
<p>52 people working at Bore Place (25 staff, 12 sessional employees, 15 people who are part of on-site businesses and 40 volunteers)</p>	<p>Meet the operational needs of the Bore Place team (IT, office requirements, policies and procedures).</p>
<p>14,000 visitors last year – commitment to grow by 40% in 3 years.</p>	<p>Provide excellent facilities and experiences to all visitors.</p>

Bore Place, Bore Place Road, Chiddingstone, Kent, TN8 7AR 01732 463255 hello@boreplace.org

Home of the Common work Trust (registered charity 1160725 & company 09254227) & Common work Organic Farms Ltd (registered company 1977080)

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### Demonstrable Competencies

**High standards** – ability to deliver the best with resources available.

**Service orientated** – an inherent drive for exceptional satisfaction levels and delivery to a high standard.

**Persistence** – demonstrate the willingness to go the distance to get things done.

**Analytical skills** – ability to assess issues and identify solutions, and use data and financial information to make good decisions and ensure compliance.

**Team leadership** – lead and develop effective and highly competent and motivated teams.

**Integrity** – live up to verbal and written commitments, values-driven, deliver commitments on time and to budget.

**Legal and compliance** - knowledge and experience of the facilities and organisational requirements.

**Creative/innovative and practical** – solutions focused, meet practical needs yet generate new ideas to make improvements.

### Our Values

**SUSTAINABILITY – Bring sustainability to life** by demonstrating leadership in the responsible use of resources to enhance long-term environmental, educational, social and financial value.

**INSPIRATION – Provide inspiration and learning through experience** by creating an environment and opportunities to enable people to learn, grow and be inspired through their experiences.

**COLLABORATION – Making a greater difference together** by working collaboratively and inclusively to maximise our potential; a place where all contributions are respected and valued equally. We can achieve more when we work together

### Benefits of the role and working at Bore Place

- A diverse leadership role within a growing organisation with clear accountability.
- Ability to make a significant difference to the lives of others and see the direct impact of your work.
- Pension, 28 days paid holiday.
- Flexible working approach.
- Coaching and support.
- Opportunity to undertake further learning and training.
- A role within a diverse organisation with opportunities for learning about the environment, countryside and food through a programme of events for staff.

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