



Liverpool Biennial

Operations Manager

Job Information Pack

Closing date: Sunday 16 March 2025,
11.59pm

Liverpool Biennial

Operations Manager (Fixed term contract 1 April 2025 – 31 March 2026) With possibility of extension at end of fixed term at Liverpool Biennial's discretion

Hello, and thank you for your interest in the role of Operations Manager at Liverpool Biennial. Please find below further details about the role, along with some details about Liverpool Biennial and what it is like to work with us.

The Operations Manager role (4 days per week, 0.8) will be offered on a fixed-term contract from 1 April 2025 – 31 March 2026 at a pro-rated salary of £24,200 per annum (full time equivalent £30,250). The role will be based in the Liverpool Biennial office and this summer will also include venues across the city centre. Working days can be flexible but Tuesday and Wednesdays are compulsory. As it is the Biennial festival year there will also be some weekend and evening working particularly around the opening of the Biennial from 4-7th June 2025.

The Operations Manager is a core role at the Liverpool Biennial, ensuring the smooth and effective functioning of the organisation, with particular responsibility for managing its day-to-day operations.

Diversity and inclusion are core values at Liverpool Biennial and our aim is for the organisation to be representative of today's society. We welcome applications from all sectors of the community, especially from those who are currently underrepresented in our organisation and the wider arts sector, including people of colour, Black, Asian and global majority groups, LGBTQIA+ people, and d/Deaf and disabled people.

We are happy to try and make the application process easier for you if you have any access requirements, so if you need to have these details in a different format, please do email jade@biennial.com to discuss your needs confidentially and we can discuss the best way for you to apply.

Thank you for your interest in this role. On the following pages you can find out more about the Biennial and the work that we do, the support that we offer our employees, and the job description for Operations Manager. If you are interested in the role, then the details of how to apply are also included. The team and I look forward to hearing from you.

Best wishes,

Jade Mitchell (HR Support Manager)

JOB PACK – OPERATIONS MANAGER, LIVERPOOL BIENNIAL

The Closing date for applications for this role is Sunday 16 March 2025, 11:59pm.

If you would like to be considered for the role, please apply [here](#). Further details on how to apply can be found on pages 7 & 8.

About Liverpool Biennial

Since its inception in 1998, the Biennial has become renowned in the international contemporary art world, bringing together artistic practices from across the globe. Taking place every two years, Liverpool Biennial activates public institutions, historical sites and extraordinary locations across Liverpool, delivering exhibitions and major commissions in the public realm. Each edition is underpinned by a year-round programme of research, education, residencies, projects, and commissions. Having commissioned over 392 new artworks and presented work by over 560 celebrated artists from around the world, Liverpool Biennial is built on a longstanding commitment to connecting international artists with local practitioners, communities, and the public at large.

About the Biennial Team

The Liverpool Biennial Team is made up of Development, Marketing and Communications, Operations, Finance and Programme Team colleagues who work collaboratively to produce ambitious, innovative projects including the Biennial festival, year-round public realm commissions, publications and a public programme of talks, workshops, performances, and events.

We are a small team who work closely together with our Guest Curator for Liverpool Biennial 2025, Marie-Anne McQuay, and with other departments and partners across the city, nationally and internationally to develop and deliver the 13th edition of the festival (7 June – 14 Sept 2025).

About the role

The Operations Manager is a core role within the Operations, HR and Finance Team at Liverpool Biennial. We are looking someone to work with us on a part time basis (4 days per week) to oversee and be responsible for the day-to-day operations of the Biennial and additional operational support across our venues during our Festival period from June- September. The successful candidate will have excellent knowledge of organisational operations, and experience of budget management as well as IT systems management. The Operations Manager will provide support with governance and HR administration and will act as Liverpool Biennial's Responsible Person for Health and Safety.

JOB DESCRIPTION

Operations Management:

- Oversee and take responsibility for the effective day-to-day operations of the Biennial
- Produced timely and accurate reports and updates for the Director on income and expenditure relating to Operations and other budgets under their control
- Review and analyse activities, costs, operations, and data to ensure that Liverpool Biennial is operating at optimal level
- Liaise with senior management team concerning priorities, deadlines, policies and procedures
- Ensure the maintenance of clear and effective filing, records and other systems
- Manage the IT system, ensuring that it fully meets the needs of the organisation and that all staff have appropriate, optimally functioning IT hardware and software
- Maintain and update internal systems such as SharePoint
- Oversee and manage the Operations Budget for Liverpool Biennial, ensuring swift reporting and forecasting to support the effective management of the organisation's finances and the creation of purchase orders and management of invoices.
- Acting as GDPR lead for Liverpool Biennial to ensure compliance and best practice in all GDPR matters

Board/Governance

- Manage the Biennial risk register
- Assist the Director and the Head of Finance with the administration of other governance tasks such as filing Annual Returns to Companies House and the Charity Commission
- Produce quarterly reports for the Board and FHRC on Operations, Risk, the ED&I working group, the Environmental Sustainability Working Group, as well as annual ED&I and Environmental Sustainability reports, and any other matters that should arise as directed by the Director and the Executive Assistant

Facilities Management

- Arrange appropriate insurance for equipment, premises, employers, public liability, artwork transport and travel for Liverpool Biennial office and for the effective running of satellite premises taken on during the period of the Biennial Festival (April -September 2025)
- Ensure that planning and delivery meetings are held regularly with all appropriate staff and ensure that potential failure to meet targets is identified as early as possible and appropriate solutions are identified and implemented
- Ensure that all contracts with suppliers and contractors, including the landlord, cleaners etc., are legislatively compliant and providing best value
- Ensure that building maintenance issues are managed proactively
- Ensure effective communication with suppliers including the ordering, installation and maintenance of the alarm system, IT equipment, furniture, keys, telephones, stationary, and other equipment required for the smooth running of the office and satellite locations during festival.

- Liaise with outside contractors with regards to equipment maintenance, document management and troubleshooting, ensuring best compliance with financial regulations and value for money
- Manage contracts for cleaning, recycling, waste disposal companies
- Ensure that the communal areas are maintained clean and tidy and manage the provision of sundries in the kitchen
- Ensure that the post is delivered and collected daily
- Ensure that the staff are aware of how to report equipment maintenance needs
- Oversee the monitoring of procurement procedures through effective tender process in accordance with the Biennial's financial regulations
- Undertake the occasional upload of purchase orders and invoices from all areas of activity, to the finance system to support the organisation's finance function

Health and Safety

- Undertake the yearly Health and Safety Risk Assessment, and to act as Health and Safety "Responsible Person" to ensure that Liverpool Biennial meets all of its health and safety obligations in respect to staff
- Ensure that the Production Manager, Programme Manager and Director of Programme and Partnerships are properly equipped and trained to act as Health and Safety leads for the Biennial Festival venues
- Work with the HR Support Manager to produce office Risk Assessments and to take all reasonable steps to ensure that the work environment conforms to current best practice for covid safety

HR Administration and Support

- Work with the HR Support Manager to administer the day-to-day operation of the Biennial's web-based HR software "Charlie HR", ensuring that new users are provided with instructions and login details
- Work with external contractors Wellbeing in the Arts to ensure Wellbeing support in place for the team, administration of staff surveys and staff learning days
- Maintain the HR filing system, ensuring that all required information for new hires is provided by the HR Support Manager, and that all documentation is kept in accordance with employment legislation, GDPR, Biennial Data Protection and Recruitment and Selection policies
- Ensure that all new staff have allocated desk space, IT and other equipment, and that they are added into the network and e-mail systems with appropriate levels of access
- Ensure that HR forms are issued and returned in time, and any follow up action is documented on time, with all documentation being filed on relevant personal files and the Charlie HR system
- Assist the HR Support Manager with recruitment administration, interview logistics and correspondents
- Work with the HR Support Manager to ensure that the Biennial fulfils its obligations under Data Protection Legislation, including the 2018 General Data Protection Regulations, across all aspects of its operation
- Work with the HR Support Manager to ensure that Liverpool Biennial meets all ACE and wider legislative requirements in respect of Diversity and Inclusion matters

- Assist the HR Support Manager in ensuring that all new staff, including volunteers, receive relevant joiner information and that they are added to the company's payroll and pension scheme if appropriate
- In conjunction with the HR Support Manager, liaise with the Access to Work department of DWP with regards to any access needs pertaining to new or existing staff members
- Liaise with the HR Support Manager and Director on matters regarding staff training, and staff wellbeing and making appropriate bookings and issuing documentation to all participants
- Maintain an overview of training agreed with the Director and HR Support Manager and ensure that all personal files include training details
- Assist the HR Support Manager with the management of Liverpool Biennial's UK Visa and Immigration sponsor management system, organising appropriate visa and entry documentation where necessary, ensuring that all records are kept up to date in line with prevailing legislation and Biennial policies and procedures

Miscellaneous

- The core staff team at Liverpool Biennial is small and there is a shared understanding and expectation that all employees will take a hands-on role, working together to undertake and share additional tasks which may be necessary to enable us to deliver on projects and objectives on time

PERSON SPECIFICATION

Essential

- Excellent knowledge of all aspects of organisational operations
- At least 1 years' experience in a similar role
- Demonstrable evidence of excellent written and verbal communication skills
- Demonstrable budgetary management skills
- Evidence of planning and prioritisation skills
- Proven project management experience
- Demonstrable evidence of IT systems management
- Commitment to equity and diversity
- Commitment to environmental sustainability

Desirable

- Knowledge of the North-West region
- Experience of working public realm or non- galleried exhibitions
- Interest in contemporary visual art
- Experience of working with a Board of Trustees

Terms and Conditions

Location	Primarily at Liverpool Biennial Offices, 55 New Bird Street, L10BW and at Liverpool Biennial 2025 – festival venues across the city center.
Reports to	Director
Department	Operations
Contract	Part-time (30 hours per week), Fixed Term from 1 April 2025 to 31 March 2026. Working days will be during Monday – Friday (Tuesday and Wednesday are non-optional) with some weekend and evening working until the end of the Liverpool Biennial 2025 on 14 September 2025.
Salary	£24,200 per annum (FTE £30,250)
Hours	Part-time 30 hours (4 days per week)
Holidays	25 days per annum for full time staff in addition to all statutory and public holidays (this will be calculated pro-rata dependent on contract start/ end date and the contracted number of hours)
Notice Period	2 months
Additional Benefits	Wellbeing support through Wellbeing in the Arts
Deadline	Sunday 16 March, 11:59pm
Interviews	In person in Liverpool on Thursday 27 th March

How To Apply

The Closing date for applications for this role is **Sunday 16 March 2025, 11:59pm.**

If you would like to be considered for the role, please apply [here](#).

You will be asked to please send us:

- Your current **CV**
- A **supporting statement** which addresses why you are interested in the role and how you meet each of the criteria listed within the person specification, giving examples (with hyperlinks to examples if you wish) from your experiences to date from both within and outside of work.
- Contact **details for two referees** (an offer of employment will not be confirmed without two satisfactory references; however, we will not make contact with them without seeking your permission first).
- Confirmation of **whether or not you identify as disabled**. As a Disability Confident employer, we aim to offer an interview to all disabled applicants who fully meet the essential criteria in the person specification. Please note that in certain recruitment situations such as high number of applications, we may be required to limit the overall numbers of interviews offered.
- If you would like to alternatively send a 3-minute audio or video file telling us the content of your CV, please email jade@biennial.com directly.

Completed applications should be submitted [here](#) by the closing date of **11.59pm on 16 March 2025.**

Upon receipt of your application, you will receive a link to our equality monitoring form for you to complete and submit online. The information on the form will be treated as confidential, stored anonymously, and used for statistical purposes only. The completed form will not be treated as part of your application.

After the closing date, our shortlisting panel will then meet to evaluate all of the applications, and a shortlist of applicants will be invited to interview. Interviews will take place in person in Liverpool on 27 March 2025.

If you require any further information about this recruitment process, need additional information about the role, or would like to discuss your access requirements, please contact Jade Mitchell at jade@biennial.com. We are here to support you.



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Image credit: Ugo Rondinone, Liverpool Mountain, 2018. Image courtesy Liverpool Biennial. Photo Mark McNulty