



the Charterhouse

Director of Operations (Property, Estates, Facilities, Museum)

The Charterhouse is a charity based near the Barbican, which provides residential care to a community of elderly people since 1611. Situated on 7 acres adjoining the City of London, most of our buildings date back to the Tudor period, with elements of medieval, Victorian and more modern architecture. We run embedded hospital/care facilities, a Museum and an Events operation, in addition to other commercial and residential activities.

We are seeking to appoint a Director of Operations. This is a new role and forms part of the senior leadership team at the Charterhouse.

The role of the Director of Operations will be to:

- Report to the Master and provide hands-on day-to-day management and leadership of the Charterhouse site operations and site management teams to ensure the smooth running of the site
- Provide thorough and commercial (as historically-relevant to the Charterhouse) insightful understanding and 'ownership' of the Charterhouse's estates strategy and operations
- Deliver strategic and operational oversight of the property portfolio
- Have responsibility for Catering; working with the Executive Chef to upgrade the kitchens, which cater for the resident Brothers and private functions;
- Consider how the Charterhouse can develop further interest in our gardens
- Oversee the museum and heritage activities which include the learning programme, collections care, retail and tour offer, high quality visitor experience and volunteer programme
- Exploit Information Technology to better serve the charity

Whilst this role has a full and varied remit, we are ideally looking for someone who has:

- A significant track record in operational estates management and relevant commercial knowledge and experience across a range of operational and commercial site and property matters

The Charterhouse
Charterhouse Square
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www.thecharterhouse.org



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- Working knowledge of relevant London and UK property markets, including how to comply with all regulatory and procedural requirements
- Technical capabilities and experience of commercial lease, negotiation, contractor operations and estates project management
- Proven track record of managing and delivering agile, cost-effective and user-friendly operational service provision across a range of support functions within a public and/or listed building setting, in particular:
 - o Care facilities
 - o Residential
 - o Commercial
 - o Visitor and museum
 - o On-site service scoping, provision and delivery
- Proven experience of working in a heritage setting and demonstrable understanding of the provision of a high-quality visitor experience
- Experience of charity governance

Strong leadership and collaborative team/people management capabilities are essential. You must be organised, a pro-active problem-solver, able to manage conflicting priorities and have a hands-on approach. Excellent people skills will be key as this role involves managing relationships with Brothers, staff, contractors and tenants.

Accommodation may be available as part of an attractive overall package. We offer 30 days' annual leave, pension and life insurance.

If you would like more information, please visit our website www.thecharterhouse.org or contact Leslie Kosovsky on the below email address. If you would like to apply for the role, please send your CV and a covering letter outlining why you are interested in the role to the HR Manager, leslie.kosovsky@thecharterhouse.org, Applications close on 25th September.

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