BARRY TOWN COUNCIL
JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Heritage Centre Manager
Grade: SCP 26 – 28 (£38,510 - £40,444)
Reporting To: Head of Community Services and Facilities (HCSF)
Direct Reports: Programmes and Partnerships Officer
Visitor Services Team Leader
Hours: 37 hours per week
Working Pattern: Monday to Friday, with a requirement to work regularly on Saturdays and occasionally for evening events on a rota basis
Fixed Term for 3 years, with a view to extend to 5 years

Purpose of the Role

The Heritage Centre Manager will provide strategic and operational leadership for Barry Town Council's Heritage Centre. This role has responsibility for ensuring that the centre is a welcoming, accessible, and engaging venue for its visitors.

In the first instance, the postholder will lead the mobilisation and opening of the centre, before assuming responsibility for its operation. This includes ensuring that the centre has an interesting and popular programme of events, activities and exhibitions; ensuring that the centre is financially controlled and working to agreed budgets, whilst maximising income opportunities through retail, venue hire, and other revenue streams; and ensuring that the centre's team of staff and volunteers are well-managed, motivated and delivering to expected standards.

The role supports delivery of the Council's Corporate Plan, with a particular focus on ensuring that the centre contributes to heritage, cultural, regeneration and community priorities.

Key Duties and Responsibilities

1. Leadership

- In the first instance, play a key role in the establishment and opening of the Heritage Centre
- Lead the centre's staff and volunteers in the successful operation of its activities, programmes and events.

- Oversee the visitor experience, ensuring that it offers the highest possible standard to visitors whilst remaining fully compliant with all relevant legislation and regulations.
- Provide advice, reports, and recommendations to the Senior Leadership Team and relevant Committees.
- Monitor performance against organisational goals and key performance indicators.
- Represent the Council at internal and external meetings, building positive partnerships with community groups, voluntary organisations, businesses, and statutory partners.
- Identify opportunities for collaboration, sponsorship, and external funding to enhance the Heritage Centre's financial standing, programme opportunities, and contribution to the town's cultural landscape.

2. Operational Management

- Oversee the day-to-day operation of the Heritage Centre.
- Work closely with the Visitor Services Team Leader to ensure the delivery of a consistently high-quality service.
- To act as Duty Manager for the Heritage Centre when on-site, delegating this responsibility to other team members as and when required.
- Seek and implement opportunities to increase visitor engagement with the Heritage Centre.
- Monitor visitor feedback and performance data, and implement improvements, in consultation with the HCSF.
- Manage operational budgets, risk assessments, and delivery to ensure safe, inclusive, and high-quality experiences.
- Translate Council strategy and goals into an annual operational and programme plan.
- Manage operational risks and implement policies, procedures or other initiatives to mitigate these as appropriate.

3. Events and Communications

- Lead the planning, delivery, and evaluation of the Heritage Centre's programme of public events.
- Oversee the development and delivery of educational programmes for schools and other similar groups.
- Manage event budgets, risk assessments, and operational delivery to ensure safe, inclusive, and high-quality experiences.
- With support from the Engagement & Events team, coordinate the Heritage Centre's marketing and communications activities, including digital channels, media engagement, and campaigns.
- Represent the Council and Heritage Centre at events and functions in an official capacity.

4. Facilities Management

- Oversee the management, maintenance, and security of the Heritage Centre, ensuring that any issues are reported and resolved in a timely manner.
- Ensure that the centre's facilities are safe, welcoming, and compliant with statutory and regulatory requirements.
- With support from the Facilities team, to undertake regular inspections, schedule maintenance and repairs, and liaise with contractors and professional advisers as required.
- Support the delivery of capital projects.

5. Governance and Administration

- Prepare reports and papers for Senior Leadership and Committees as required, ensuring timely and accurate information for decision-making.
- Develop policies and procedures for collections, volunteers, public access, events and commercial activity.
- Maintain effective records, comply with data protection and information governance policies, and support transparency in Council business.
- To exercise financial responsibility to deliver services and projects within agreed budgets and in line with Council policies and standing orders.

- Work with the Future Generations Project Officer to develop key funding bids to support the Heritage Centre.
- Work closely with the Programmes and Partnerships Officer to secure strategic partnerships.
- Ensure grant compliance and reporting for any external funders in line with their requirements.

6. Health, Safety, and Compliance

- Undertake and ensure the Council's health and safety obligations are met across all aspects of the Heritage Centre's operations including, but not limited to, its building, events, and operational activities.
- Undertake and oversee risk assessments, maintenance schedules, and statutory inspections for all activities and facilities under your leadership.
- To take care of your own health and safety and ensure through training and guidance that you are aware of your responsibilities in relation to your role.
- Promote a strong culture of safety, wellbeing, and accountability within the Heritage Centre team.

7. People Management

- Lead, motivate, and develop a multi-disciplinary team, ensuring clear objectives and professional growth.
- Implement performance management, training, and supervision processes in line with Council policy.
- Support recruitment, induction, and staff/volunteer development to maintain a high-performing workforce.

8. Equality, Diversity, and Welsh Language

- Ensure compliance with the Equality Act 2010 and promote inclusive practices across all services and facilities.
- Uphold the Council's obligations under the Welsh Language Standards and embed bilingual communication.



9. Personal Development

- Maintain up-to-date knowledge and skills in heritage and visitor attraction management.
- Undertake relevant professional qualifications or continuing professional development as agreed with the HCSF.

10. Other Duties

- Undertake any other duties commensurate with the level of the post as directed by the HCSF.

CYNGOR TREF Y BARRI
BARRY TOWN COUNCIL

PERSON SPECIFICATION

Qualifications and Experience

- Degree-level qualification or equivalent substantial experience in heritage, culture, visitor attractions, community services or public-sector management.
- Proven leadership experience in managing staff and budgets.
- Significant experience of managing a public-facing service, venue or programme.
- Understanding of local government structures, governance, and decision-making.
- Knowledge of health and safety, data protection, and equality legislation.

Skills and Attributes

- Strong interpersonal and written communication skills.
- Ability to lead diverse teams and foster a collaborative culture.
- Excellent organisational and project management skills.
- Ability to manage multiple priorities and work under pressure.
- Financial and contract management competence.
- Political awareness, tact, and diplomacy.
- IT literacy across standard office and communication platforms.

Personal Qualities

- Motivated, adaptable, and results-driven.
- Confident and credible representative of the Council.
- Committed to public service, inclusion, and community wellbeing.
- Resilient and able to lead through change.

Other Requirements

- Willingness to work evenings and weekends as required.
- Full driving licence and access to a vehicle.
- Welsh speaker desirable.