



## Enterprise Manager

**Location:** Arnos Vale Cemetery

**Department:** Enterprise

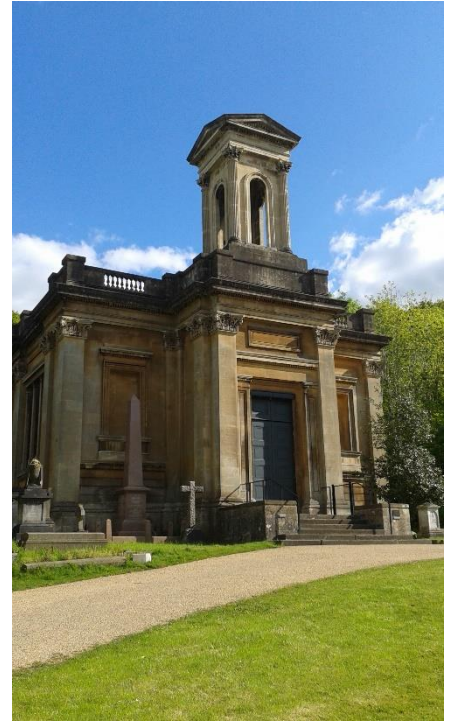
**Report to:** CEO

**Responsible for:** Weddings & Sales Manager  
Café & Hospitality Manager  
Shop Manager

**Salary:** £35,000-£38,000 per annum pro rata

**Contract:** Permanent

**Working hours:** Full time. Working occasional weekends and outside of normal hours, including travel, will be required.



The Anglican Chapel  
©Arnos Vale Cemetery trust

## About Arnos Vale Cemetery



Bride sitting in the Underwood  
©Frances Taylor Photography

Arnos Vale is a Victorian Garden Cemetery in the heart of Bristol. We're a special place, where communities come together. Our job is to ensure that Arnos Vale can be enjoyed now and saved for future generations, as a place of heritage, tranquillity, wellbeing, and wildlife.

We are a 45-acre green space in the heart of Bristol, founded 188 years ago. More than 300,000 people are buried or remembered here. Our heritage is nationally recognised with our chapels, lodges and numerous monuments are Grade II\* Listed and our landscape listed as a Registered Park and Garden on the Historic England register. The cemetery is also a Site of Nature Conservation Interest (SNCI).

## Vision and mission

Our vision is that Arnos Vale Cemetery evolves, staying relevant for Bristol's communities.

Our mission is to share and enhance this special space for all.



Landscape Team with our 2024 Green Flag Award  
©Arnos Vale Cemetery Trust

## Values

- Compassion** We are kind, sensitive and understand that grief is unique for everyone. We lead with kindness in every interaction, no matter the reason for visiting, to create trust within the team, visitors and partners.
- Community** We believe in the importance of communities and strive to improve access for all. We are professional in our approach and celebrate achievements, innovative engagement and meaningful relationships.
- Conservation** Looking after Arnos Vale is core to our charity objectives. We appreciate and conserve heritage and nature equally, balancing our conservation management.
- Collaboration** We work together embracing diverse perspectives and backgrounds. We are well organised, demonstrating integrity and accountability. The way in which we work with one another is of equal importance to the work itself.

## About the role

We have a unique model of operation - while still a working cemetery, we balance visitor access with nature and heritage, inspiring people through our public engagement programme. To support our charitable objectives, we run income-generating events for visitors, operate an in-house café, shop, offer venue hire and weddings. As well as hosting a variety of events throughout the year, we are also a popular filming location. As a charity, it is essential that we generate income to protect and enhance this special place to ensure it is here for future generations.

An exciting vacancy has arisen to lead the commercial elements of Arnos Vale Cemetery Trust. This role unites all our commercial enterprises ensuring that they dovetail into our wider operations. The role is hands on leading the commercial team in the delivery of hires, functions, retail, and catering ensuring the success of our events and trading activity. You'll develop and implement strategies to grow the business and profitability of these income streams. This role embodies the ambition of the organisation while working to achieve our charitable objectives and become more resilient.

We are looking for an exceptional leader to join us - you'll be confident, engaging and live our values. You thrive in a lively, unconventional environment and love networking. As a strong people manager, you'll foster a positive and productive work environment by prioritising employee well-being, growth, and engagement. You'll be known for the ability to inspire, motivate, and guide their team towards achieving common goals while also providing support and recognition for individual achievements. You'll also be adept at conflict resolution, delegating tasks, and providing constructive feedback.

## **Role specific responsibilities**

### **Leadership**

- Be an active part of the senior leadership team, creating a positive working environment and engage others in the charity's values
- Lead the Enterprise team, recruiting talented and enthusiastic people, develop and coach them, driving strong performance through clear objectives and providing regular feedback and reviews
- Take on site-wide leadership activities and responsibilities, as well as your functional leadership role
- Deputise for the CEO in their absence, at external and operational site meetings

### **Developing the business**

- Constantly scan for the latest thinking and best practice to improve and continuously develop the offer
- Create and maintain mutually beneficial networks to support commercial activities
- Work closely with the Marketing and Communications Officer to market commercial activity and ensure that information on the website is accurate

### **Providing a great visitor experience**

- Work with colleagues to ensure that events, weddings, the shop and café are of the highest standard
- Using insight to understand our customers, ensuring that their needs are met and evaluating output
- Lead on delivering customer service, resolving issues quickly and effectively.

### **Financial performance**

- You will manage the Enterprise budgets for the charity, coaching and empowering your team to carefully manage delegated responsibility for their area of responsibility
- Maximise income generation and profitability – profit from the shop, café, weddings and events are essential to running the charity, caring for Arnos Vale Cemetery
- Participate in the financial planning process, reviewing performance regularly and working closely with the Finance Manager to forecast financial performance
- Negotiate and set fees and charges through regular benchmarking and close working with internal and external colleagues

### **Managing risk**

- You will identify and manage risks to the business over the short and medium term, taking responsibility of your, and your teams, actions to ensure we are safe, and compliant with relevant legislation
- Ensure contracts are in place with clients and suppliers
- Follow security procedures to ensure that the building and the site are properly secure and safe

### **Operations**

- Work closely with department leads to ensure joined up site presentation
- Ensure safe working practices for employees and visitors
- Development and implementation of efficient organisational policies, risk assessments and practices
- Collaborate and liaise with colleagues to ensure all relevant information is shared timely and accurately

## What we're looking for from you

### Essential

- Appropriate level of experience in operational management.
- Demonstrable record of leading high performing teams including performance management, team building and coaching with a focus on delivering excellent service
- Relevant experience of working in a customer facing environment meeting financial and performance targets.
- Experience of managing budgets +£100k excluding wages. Experience in managing contracts
- Experience of leading a culture of exceptional customer service
- Experience of stewarding existing clients, managing prospects and proactively recruiting new business
- Strong IT skills, with the aptitude for learning new systems and databases
- You'll have excellent verbal and written communication skills

### Desirable

- Experience of effectively managing operational risk, including Health and Safety, compliance, fire, security and emergency procedures, and food hygiene
- Experience of management and developing operations in catering, retail, hospitality, or similar sectors
- Good understanding of the financial and regulatory environment charities operate within.



Member of staff in the café  
©Arnos Vale Cemetery trust

## The Benefits

We offer all our employees a wide range of benefits including:

- A contributory pension scheme
- 25 days annual leave plus Bank Holidays pro rata (increasing year on year after 5 years' service up to 30 days)
- Opportunities for learning and development
- Confidential advice & counselling through the Employee Support Programme
- Workspace within walking distance of Bristol train station, free onsite parking
- 10% discount in the Arnos Vale shop and café
- Social events
- Free tours of the site and a whole lot more!

## Application process

Please send us your CV, a covering letter (no more than two pages) or a 3 minute video explaining your suitability for the role. Also complete the Arnos Vale Cemetery Trust Equality and Diversity monitoring form and send all of these to [Ann.Fiddler@arnosvale.org.uk](mailto:Ann.Fiddler@arnosvale.org.uk)

If you'd like more information, please email Ann on [Ann.Fiddler@arnosvale.org.uk](mailto:Ann.Fiddler@arnosvale.org.uk) to arrange a call.

Deadline for applications: Sunday 11<sup>th</sup> May 2025

## Interview

Assessment centre date: Thursday 5<sup>th</sup> June 2025  
At Arnos Vale Cemetery, Bath Road, BS4 3EW

## Recruitment policy

Arnos Vale is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We will make reasonable adjustments to the recruitment process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please do let us know if this applies to you, or if you need this document in a different format.

We value the positive impact greater representation will have on our organisation, programmes and culture. It's our goal to become an inclusive place to work and for our teams to better reflect our city and the people who visit us.



Central display in the shop  
©Arnos Vale Cemetery trust