

## **OPEN CALL:**

# **OPERATIONS MANAGER AT SPORE INITIATIVE IN BERLIN NEUKÖLLN**

Position to be filled as of **January 2025**

Deadline for application: **31 October 2024**

Operations is a cornerstone of Spore's institutional work that covers all issues related to the day-to-day operation of the house – ensuring a smooth admissions process, overseeing daily operation of the building, and supporting the team, third party contractors, and visitors to ensure that Spore delivers meaningful experiences for our visitors.

### **Duties & Responsibilities**

#### Public Regulations

##### 1.) House Operations

- Leads the opening and closing on scheduled days, ensuring smooth admission.
- Monitors and supports staff and public compliance with policies, including safety and fire protocols.
- Ensures general accessibility compliance, and actively enforces improvements.
- Monitors daily visitor engagement, customer service, lost children, accident/incident intervention and reporting, lost & found, etc.
- Actively engages in the development of and adherence to security and awareness concepts, including the code of conduct.

##### 2.) Operational Staff

- Leads the hiring, training, developing, scheduling, tracking, and assessing the operational teams (Hosts and Awareness Team).
- Provides orientation and point-of-contact to security personnel for public events, including orientation on how to interact with visitors.

##### 3.) Café and Gastronomy

- Liaising with Café operator, consultant, and Administration for contracting and handover.
- Liaising with Café operator for program planning, scheduling, and special events:
- Receiving, responding to, and documenting pop up gastronomical requests, and coordinating with facilitators about collaborations.

38h/ week

Reports to Head  
of Projects



## Caretaking

- 4.) Cleaning & Waste Management
  - Leads the communication on plan, contract, and monitoring the hours of the cleaning services.
  - Monitors the cleaning schedule and ensures compliance with protocols.
  - Ensures the keeping of the waste sorting room, including liaising with recycle collecting services.
  
- 5.) Maintenance
  - Ensures day-to-day maintenance of all spaces including floors, doors, windows, electrical supplies, plumbing, etc.
  - Provide a point-of-contact for any maintenance requests and liaising with external.
  - Supervision of external companies, including cleaning company, security, indoors and outdoors plants services.
  
- 6.) Fixed Assets Management
  - Oversees the inventories, acquisition, storage, moving, and maintenance of:
    - Furniture, accessories, and appliances
    - Audio-visual equipment
    - Computers, laptops
    - Artwork (collection on display)
  
- 7.) Amenities & Stock Management
  - Oversees the ordering, restocking, and organization of materials and supplies such as food snacks, drinks, etc.
  - Special care for the Guest House
  - Cleaning supplies, toilet paper, etc.

## Facility Management [in collaboration with Facilities Management Team]

- 8.) Technical Systems
  - Oversees contracts with system maintenance including, electricity, heating, HVAC, etc.
  - Oversees utilities contracts.
  - Keeps all manuals and how-to-use documentation, and provides hands-on training to staff members when needed.
  - Reacts to all alarm notification of the various systems, adapting systems, turning off and on.

#### 9.) Security System

- Oversees contract with security company for alarm system.
- Oversees access to rooms: approves receiving transponders, and keeps documentation.
- Conducts regular rounds of checking if all assets are accounted for.

#### Qualifications

- Minimum of five years of experience in a managerial position involving management of teams, operations, and maintenance; preferably in the field of culture or public services.
- Residence in Berlin that allows timely reach of the place of work at short notice in case of emergencies, winter service, and the like.
- Social and intercultural competences, including hosting skills.
- Organizational skills, experience with storage facilities and inventory.
- Working knowledge of German and English (other languages are a plus); and
- Computer literacy, especially with basic MS Office suits.

#### Desirables are

- Interdisciplinary basic understanding in the field of building services as well as manual dexterity.
- Self-initiative, high level of commitment, stress resistance, and ability to work independently.
- Open-mindedness, creativity, flexibility.
- Willingness to work flexible hours, including weekends and events, and to work overtime when necessary.
- Thorough and reliable way of working.
- A friendly, kind and confident manner.
- Vocational training in a technical or skilled trade (preferably electrician (m/f/d), carpenter (m/f/d), locksmith (m/f/d) or a related trade); and
- Possession of a Class B driver's license.

#### Application

You can see the full open call here as a PDF and download it. If you are interested in supporting our team, please send your application by **October 31st** including CV and motivational letter to

[applications@spore-initiative.org](mailto:applications@spore-initiative.org)

Visit our website [www.spore-initiative.org](http://www.spore-initiative.org) or follow us on [Instagram](#) and [YouTube](#) for more information about our work.

*We look forward to receiving your application!*