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Museums Operations Manager Job Pack

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Job Description

Job Title	Museum Operations Manager
Service	Connected Chelmsford
Grade	8
Responsible to	Museums Manager
Responsible for	Visitor Hosts x 5, Operations Duty Manager x 1, Duty Managers x 2, Technician, Volunteer Co-ordinators x 2, and casual workers

1. Main Purpose of the Job

To deliver a first-class visitor experience throughout the City Council's Museum service, creating a unique, welcoming, engaging environment that is accessible to all and in keeping with the Museum's Forward Plan.

Lead the implementation of and support the maximisation of commercial revenue through existing and developing channels, including third-party hires, shop sales and catering concessions.

To oversee the specialised maintenance and service works required for the Museum to ensure the integrity of its fabric, infrastructure, equipment and condition, this includes working to the Arts Council Accreditation criteria to support the museum to meet the curatorial standards and collections management (with support of Building Services)., Manage the Museum service's health and safety policies and procedures, responsible for the security and safety of staff/visitors/guests. Responsibility for all risk assessments within the Museum, including buildings, equipment, and events.

2. Duties and Responsibilities

2.1 Leadership & People Management

Work seamlessly alongside Museums Manager and Curatorial & Learning Manager as part of the Museums senior management team. Focussing on business development and innovation in a variety of areas, reporting on key performance indicators.

Be responsible for managing and developing the Operations Team. This will include overseeing rota management to meet operational demands, within salary budgets, in agreement with the Museums Manager.

Provide leadership, coaching, mentoring and development of staff within your area of responsibility. Demonstrate a strong commitment to the staff appraisal and performance management processes and procedures

Maintain effective working relationships with other departments as required, particularly Parks & Green Spaces, Public Health & Protection, Building Services, HR, Marketing and Accountancy to support effective and efficient delivery of services.

2.2 Facilities & Event Management

Ensure Chelmsford Museum is presented as an engaging venue with high levels of satisfaction for visitors and hirers and manage museum operations.

Be responsible for the management of Chelmsford Museum's sites, including the Sandford Mill Industrial Store, ensuring they are operated in a safe efficient fashion.

Manage the Museum's Health and Safety policies and procedures, ensuring that all hazards are identified and managed to an acceptable level that all relevant documentation is completed, including the management of external contractors and service providers. To be responsible for the security and safety of staff/visitors/guests, ensuring that all staff are proficient in the evacuation and emergency procedures of the buildings. Responsible for all risk assessments for events within the Museum as well as museum-led events in Oaklands Park.

Be responsible for ensuring that the fabric, structure, and condition of the Museums are maintained to a standard including Oaklands House which is Grade 11* listed. Proactively manage the planned reactive and cyclical maintenance programmes, working with Building Services and conservation professionals to ensure compliance with all regulations.

To ensure that all operations of the museum service are run appropriately, ensuring that the Arts Council Accreditation is adhered to and is retained as a standard that leads the way in raising museum standards in the UK. To ensure the museum building is maintained to these standards, working in partnership with the Curatorial & Learning Manager to ensure that our collections and environment meet these specialised standards.

To act as a key holder for the venue and be available at short notice should issues arise with the security of the building and functions taking place.

2.3 Development and Implementation of Commercial and Audience Development Strategy

Working closely with the Museums Manager and Curatorial & Learning Manager to contribute to the strategic planning process, forward plan for the Museums Service.

Support the development of the audience development strategy, by ensuring visitor data is captured efficiently and accurately (including customer satisfaction and evaluation surveys). This will include working

with the Curatorial & Learning Manager and team. Ensure the significance are fully understood by the Visitor Host team.

Work closely with the Museums Manager to develop, set and monitor performance targets around visitor numbers, customer satisfaction and experience as well as income generation.

Be responsible for all retail management, working with Facilities & Operations Supervisor to source suppliers and stock ordering, monitoring of sales performance, and working with the Museums Manager to ensure the offer is appealing to the audience.

To oversee all third-party hires including corporate bookings and the monitoring of income. Working with the Museums Manager to ensure the service offer is appealing to target market.

Work symbiotically with the Café provider, maintaining an excellent catering offer to the Museums corporate clients/room hires, and to ensure a partnership relationship is maintained to be reflected in the Cafes offering during events and themed activities.

To work with the Museum Marketing Business Partner, to promote and communicate third party hire, shop sales and catering concession offer. Developing and implementing successful customer communications material.

2.4 Financial and Budgetary Responsibility

To ensure that all financial data for budgets and income for third party hires, shop sales and catering concessions are managed and reported in line with corporate procedures and policies, including the preparation of financial reports for the Museums Manager. Liaise with and support the Finance Department to assist with discrepancies as required. This will also include cash handling/banking and procedures

Ensure that commercial revenue budgets and targets are achieved and where possible exceeded.

Monitor and produce monthly payroll reports for operational team to ensure salary budgets are maintained.

Ensure that expenditure budgets for security, cleaning, and waste management, etc. are managed responsibly and efficiently in accordance with Council policy, and within legal legislation.

2.5 Development and maintenance of Systems, Processes and Procedures

Review administrative systems, processes and procedures and ensure that they are fully documented, up to date and fit for purpose.

Ensure that all members of the Front of House Team are fully trained and competent in the application of all relevant systems.

Manage the effective, compliant, and secure processing of customer information (in compliance with the Data Protection Act and the document retention policy) and financial record keeping including settlements and receipts, through a robust monitoring regimen.

Liaise with and support the finance department to assist with end of year reports and discrepancies as required.

Any other duties as requested by the Museums Manager and commensurate with the grade.

3. Work Location

You will normally be based at **Chelmsford Museum, Oaklands Park**, but may be required to work from any other location within the city should circumstances make it necessary.

4. General Conditions

- A. This Job Description is subject to your conditions of Employment, which, in the event of conflict, shall take precedence. The post holder will carry out the duties specified above and such other duties as may be required from time to time. The Job Description may be reviewed and amended in the light of any changes that are made.
- B. It may be necessary, from time to time, for you to work hours in excess of, or differing from, your normal working hours.
- C. It may be necessary for you to be trained in, and use, new technology as it is introduced into the Council's activities.
- D. It is a condition of employment that you may be required to assist in the organisation and running of elections or referenda that take place in the City, relating to Parish Councils, the City Council, the County Council, Parliament, or other similar bodies. You will normally only be required to carry out election and referenda duties when there are insufficient experienced volunteers from within the Council's service who are available for and able to carry out such duties.
- E. You will carry out your responsibilities with due regard to the Council's Equality, Diversity and Inclusion Policy.
- F. You will be aware and undertake training as required in line with your responsibilities set out in the Council's Safeguarding children and vulnerable adults policy.

- G. All staff have a responsibility for data security in accordance with Data Protection regulations. You are required to ensure that you adhere to Council Policies and Procedures regarding data security. Whilst working at the Council, you may gain knowledge of confidential matters about members of the public and staff. Such information must be considered strictly confidential and must not be discussed or disclosed in an unauthorised manner. Service Managers and designated Information Asset Owners must be aware of their responsibilities, internal procedures and training requirements as directed by the Information Governance team.

Person Specification

PERSON SPECIFICATION

MUSEUMS OPERATIONS MANAGER

	ESSENTIAL	DESIRABLE
Education/Qualifications		
Completion of secondary school education or equivalent, leading to the attainment of a good standard of general education	E	-
First Aider (Training can be provided)	-	D
Fire Marshall (Training can be provided)	-	D
Knowledge		
Knowledge of facilities and building maintenance within a public building	E	-
Knowledge of premises management responsibilities/health and safety legislation relation to the operation of a public building	E	-
Knowledge of museums and their role within the community	-	D
Knowledge of Arts Council Accreditation for Museums	-	D
Knowledge of procurement and procedures within a local government environment or similar	-	D
Experience		
Experience of managing Health and Safety in the workplace in a public building	E	-
Experience of managing maintenance and service works in a public building	E	-
Experience in venue duty management and key holding	E	-
Experience in managing staff	E	-
Experience in writing risk assessments	E	-
Understanding and experience of good customer care in the context of a visitor attraction such as a museum	E	-

Working in a museum environment to Arts Council Accreditation standards	-	D
Commercial experience within a museum environment, including optimising shop sales and other opportunities	E	-
Good working knowledge of the varying needs of different customers.	E	-
Experience of assisting with organising and the running of public events	E	-
Experience of changing priorities due to operational requirements	E	-
Experience of financial reporting and managing/controlling budgets, including cash handling.	E	-
Experience of Microsoft Packages, Office 365, Sharepoint, Outlook, Excel, Word)	E	-
Personal Qualities and Attributes <i>Candidates will be expected to demonstrate the following qualities and attributes in relation to the job:</i>		
Excellent organisational skills with the ability to prioritise work, follow procedures and manage a number of discrete projects	E	-
A responsible and reliable attitude to your work	E	-
Ability to relate well to visitors, teachers, public, staff and volunteers; demonstrable good verbal communication skills; courteous manner.	E	-
Ability to work on your own initiative, demonstrable adaptable and flexible approach	E	-
Excellent operational/logistical awareness and adaptability to meet the business demands	E	-
Demonstrate the ability to remain calm and be supportive in pressured/difficult situation by leading from the front	E	-
The ability and willingness to learn and be trained on new digital/software systems	E	-

Circumstances

Flexibility in working hours (Including Bank Holidays and Weekends)	E	-
Ability to travel easily to and from Chelmsford Museum venues	E	-
To be physically capable of lifting and carrying	E	-
Ability to be part of the Museums Emergency Call out list, to support Fire/Intruder alarm responses.	E	-

Corporate Values and Behaviours

Within Chelmsford City Council we have values that are at the core of how we behave. They form part of our induction and probation processes and underpin our 1-1 conversations. Each value is listed below with behaviours.

Accountability - We take responsibility and ownership for our own actions, behaviours and performance

- We take responsibility to follow things through to completion
- We actively recognise what is working and what is not and are open about mistakes
- We positively contribute to the team and organisation and seek solutions to problems
- We recognise and positively challenge inappropriate behaviour

Creativity - We are flexible in our approach; we focus on solutions

- We adapt our approach keeping the best outcome for all in mind
- We encourage people to try out new approaches and ideas
- We learn from others to find solutions and to improve performance
- We encourage and support people to take measured risks

Learning and Encouraging - We recognise our success; we provide support to further our skills and experience

- We support and encourage each other to be our best
- We recognise and appreciate the contribution that everyone makes
- We take responsibility for finding opportunities to learn for ourselves and develop
- We support others to develop and learn

Collaborative - We build relationships; we achieve more together

- We talk with others to understand their perspective
- We find opportunities to get involved
- We involve other people early in our thinking to keep them informed
- We ask other people to get involved in what we're doing to build strong working relationships
- We seek ideas from inside and outside of our team to achieve more impact

Trust - We will be open and honest and do what we say

- We are open and honest
- We do the right thing and face up to difficult situations in a sensitive way
- We do what we say we will
- We demonstrate integrity by being fair and balanced in our approach
- We commit to the team agenda rather than personal priorities
- We treat each other as we would expect to be treated

Conditions of Service

The following is an outline of the main terms and conditions of service attached to the post. More detailed information can be provided on request or discussed at the interview stage.

Salary – Grade 8 Scale Point 29 (currently £37,899 per annum) rising to Scale Point 32 (currently £41,562 per annum).

Hours – 37 hours per week, working Saturdays or Sundays every fortnight.

Annual Leave – The Council operates a standard holiday year from April to March. The entitlement for annual leave for this position is 244.2 hours (33 days) and rising to 281.2 hours (38 days) after 5 years continuous service. This also includes a standard 8 Bank Holidays (59.2 hours), although this may vary depending on the number of Bank Holidays that fall in a particular leave year.

Your annual leave entitlement as above will be calculated on a pro-rata basis dependent on the number of hours you work. The number of equivalent days may also vary based on your working pattern.

Sickness - The provisions of the national Scheme of Conditions of Service apply which provides for up to 6 months full pay and 6 months half pay after 5 years continuous local government service.

Pension - You will be entitled to join the Local Government Pension Scheme. Further details can be provided on request.

Notice Period - The period of notice is 2 month/s.

Probationary Period - The appointment is subject to a six month probationary period.

Criminal Records – The Council is an Equal Opportunities employer and as such the disclosure of a criminal record, or other information, will not necessarily exclude you from consideration for appointment. Any such information will be considered in relation to the tasks and responsibilities required of the postholder and the circumstances and environment in which the role would require you to work.

Failure to declare a conviction, caution, reprimand or final warning may, however, disqualify you from appointment, or result in dismissal if the discrepancy comes to light. A copy of our Policy for Employment of persons with criminal convictions can be viewed by [clicking here](#).

Safeguarding – Chelmsford City Council is committed to promoting the welfare and protection of children, young people and vulnerable adults. Even if your job does not involve working directly with children, young people or vulnerable adults you would be expected to keep your eyes and ears open, as the responsibility of spotting abuse and ensuring the safety of those most vulnerable falls on us all. As part of this commitment the Council ensures that all jobs are reviewed and applicants successful at interview undergo a DBS check where necessary.

Employees who breach the Council's safeguarding policy or fail to follow safeguarding procedures will face investigation and possible disciplinary action, which could lead to dismissal and a criminal investigation.

Equal Opportunities – Chelmsford City Council is an Equal Opportunities Employer.

Benefits

UK Healthcare Cashplan: The Council pays for a healthcare cashplan for all Permanent members of staff who have successfully passed their probationary period.

Professional Fees: The Council will pay the annual subscription to one professional body if this is a requirement of the post.

Employee Assistance Programme: Available for all employees, this is a free confidential service provided by the Council offering expert advice, invaluable information, specialist counselling and support.

Season Ticket Scheme: Staff can apply for a loan to purchase season tickets for travel to work by train or bus. You will be given a cheque for the full amount of the ticket and the loan will be repaid over a period of 12 months by means of monthly deductions from your salary. There are some terms and conditions, and the scheme is not open to all staff.

Staff Travel Plan: The Council's Staff Travel Plan contains a package of measures to reduce the use of private cars. It aims to promote walking, cycling, using public transport and car sharing. The Staff Travel Plan includes discounts such as 20% off season tickets. In addition there are shower and changing facilities, secure bike parking and parking spaces for car sharing. Regular Staff Travel promotions and events are held throughout the year.

Bike Loan Scheme: Staff can apply for a loan to purchase a bike or cycling equipment for travelling to work. An advance will be made via cheque (up to the value of £1000) and the loan will be repaid over a period of 12 months by means of monthly deductions from your salary, which can save you up to 42%. There are some terms and conditions, and the scheme is not open to all staff.

Staff Discounts: Chelmsford City Council employees benefit from various discounts to many businesses in Chelmsford.

Subsidised Car Parking: Available for new employees, parking currently offered at Meadows Retail Multi-Storey.