



## **Museum Manager: Job Description and Person Specification September 2024**

**Title:** Museum Manager

**Reporting to:** Chair of Trustees

**Responsible for:** Operational staff and volunteers

**Salary:** £35,000-40,000 per annum

**Hours worked:** 35 hours – worked across 5 days including occasional weekend days

**Contract:** Permanent

### **Purpose of post:**

The Museum Manager is responsible to the Board of Trustees for the overall operational management of Eyam Museum. Working with the Board of Trustees the postholder will develop the museum's sustainability, ensuring excellent visitor experience, positive engagement with current and future audiences, fostering strong relationships internally across the staff and volunteer team and externally with the local community and partner organisations.

### **Key accountabilities:**

- Continuing professionalisation of the operation of the museum
- Managing financial and human resources effectively
- Embedding a strong and sustainable volunteer culture within the museum
- Achieving high standards of visitor and digital experience
- Overseeing audience development to diversify and grow our audience
- Actively contributing to the strategic development of the organisation
- Overseeing retail operation
- Development of marketing, PR and social media
- Overseeing building maintenance
- Managing IT systems
- Managing HR processes
- Complying with legal and statutory responsibilities of organisation in employment, Health & Safety, Safeguarding, GDPR

### **Responsibilities:**

#### Operations management

- Ensuring effective day to day operation of the museum
- Overseeing retail operation
- Ensuring effective management and development of the museum within the policies and procedures agreed by the Trustees
- Advising Trustees on policies, staffing matters, current issues and development opportunities, ensuring they receive sufficient and timely information to perform their role effectively
- Overseeing scheduling and management of all group bookings, including schools
- Contributing to the preparation, running and administration of Trustee and Management Committee meetings and ensuring these are effective

### Staff and volunteer management

- Line-managing the operational staff team (see Staffing Structure below), ensuring they receive the support and training needed for their safety, good performance and development and that workplans are in place and aligned with Forward Plan
- Ensuring a high-quality visitor experience through promotion of an audience-friendly ethos, clear standards, procedures and team training
- Creating and sustaining a collaborative and effective teamworking culture amongst staff and volunteers

### Office & facilities management

- Ensuring legal compliance in areas of employment, Health & Safety, security, Safeguarding, GDPR and taking the lead in implementation and risk management
- Overseeing building maintenance
- Ensuring effectiveness of IT systems
- Managing contracts and checks with suppliers, services and utilities, ensuring stability and value for money
- Ensuring a call-out rota is in place, acting as Duty Manager and being a keyholder

### Organisational development

- Driving delivery of the Forward Plan and informing its future development
- Working with the Curator to retain Accreditation standards

### Financial management

- Supporting the Treasurer to set the museum's operating budget, and working with the Finance Officer to ensure it is managed appropriately and ensuring that effective financial procedures and performance indicators are in place

### Audience development

- Reviewing, monitoring and interpreting the museum's visitor data, providing regular reports and recommendations to Trustees
- Creating an effective audience development plan and overseeing its delivery by the Assistant Manager
- Developing marketing, PR and digital presence
- Developing external partnerships and stakeholder relationships that will enable the museum to enhance its activities and status in sector
- Supporting the work of Trustees in cultivating potential donors and sponsors

### Professional development

- Taking an active role in continuing professional development, identifying relevant training and professional development opportunities
- Proactively advising Trustees on developments required to ensure the role meets its overall objectives

## **Person Specification**

We are looking for someone with extensive experience of management in the heritage/culture sector or related field, including financial management and line-management of staff, with highly developed communication and organisation skills, and a flexible and creative approach to problem-solving.

### **Essential experience/competencies**

- Management of a heritage site, museum, visitor attraction or similar busy public-facing environment
- Staff management, leadership, motivation and development including building an effective team
- Recruitment, management, retention and development of a volunteer community
- Business and organisational planning
- Financial management including budget setting
- Driving forward projects or works programmes
- Devising and improving administrative/operational systems and procedures
- Working to a recognised quality standards framework
- Monitoring and interpreting data to inform audience development
- Site and facilities management and legislative compliance

### **Desirable requirements**

- Undergraduate degree or equivalent in a related subject and/or Masters degree in heritage, museum studies or related field
- Experience in partnership work and stakeholder management
- Understanding of Museum Accreditation
- Experience of Audience Development planning
- Experience in Marketing/PR
- Working in the not-for-profit sector
- Working to a board of trustees

## Staffing structure

*Reporting lines provisional, to be confirmed after appointment*

