



Operations Manager

Job Description

Post title:	Operations Manager
Terms:	£30-35,000 per annum , for a 37 hour working week that will include occasional weekend and evening work.
Type:	Permanent
Reports to:	Executive Director

Role Summary

The role will be responsible for the day-to-day operation of the museum, ensuring a safe and inspiring experience for all visitors, staff and volunteers.

The postholder will play a key role in readying the museum for its relocation to new premises in 2025, working to optimise the operation in its current location in order to aid a smooth transition. The postholder will be the main day-to-day contact for staff, volunteers and suppliers.

Key tasks and Responsibilities

- Provide the operational lead within the museum team;
- Ensure that broad and diverse visitors are welcomed by friendly and knowledgeable staff and volunteers;
- Oversee the ticketing, retail, catering and reception space, ensuring a warm and safe welcome for all whilst seeking opportunities to maximise income through ticket and retail sales, café sales and donations;
- Act as a Duty Manager on a rota basis, taking overall responsibility for all aspects of public safety and security and visitor care during opening hours and manage control of the building and take responsibility during incidents and emergencies;
- Ensure an effective Duty Management, staff and volunteer rota (with the support of the Volunteer Coordinator) is in place providing adequate cover for the smooth and effective day to day operation of the museum;
- Deliver regular Duty Management and staff training in all aspects of museums operations with emphasis on health, safety, customer service, commercial and safeguarding;
- Take responsibility for the day-to-day health, safety and security of the museum and the team, ensuring daily checklists are in place evidencing regular checks are carried out and recorded, reporting any concerns immediately;
- Working with the Treasurer and FOH team to ensure robust cash handling and till procedures are in place;
- Conduct annual performance reviews with team members;
- Ensure a consistent, inspiring and rewarding visitor experience for everyone;
- Oversee the museum shop and cafe, order stock when necessary and merchandise the space to encourage sales;

- Provide operational support for collections, exhibition changeovers;
- Ensure internal policies and procedures are appropriate, up to date and adhered to by staff and volunteers;
- Assist with the planning and preparation of the move to new premises;
- Undertake wider duties deemed reasonable by the Executive Director in ensuring the smooth operation of the museum.

Person specification

There are a number of qualities that will lend themselves to success in the role. These include:

- Strong interpersonal and relationship building skills and which extend across the broad spectrum of internal and external stakeholders;
- Proven experience of collaborating with internal and external stakeholders;
- An eye for detail with resolve that systems, policies and procedures are adhered to consistently;
- A demonstration of skills and experience gained from working in similar environments;
- Experience of leading an organisation through a period of significant change;
- A champion of colleagues, someone focused on the development of others as much as of themselves;
- Demonstrable management skills;
- Clear thinking and solutions focused – able to manage competing demands, make effective decisions and able to think creatively to find solutions to problems.

Applying

Please apply in writing with a CV and covering letter explaining why you are the best candidate for this role. The deadline for applications is 28/12/2023. Please e-mail applications to paulj@dmofc.co.uk