



Operations Manager Job Description



Introduction to Kilmartin Museum

Kilmartin Museum is run by Kilmartin Museum Company Ltd (KMCL), an independent Scottish charitable company. The Museum opened its doors to the public on 3rd September 2023 following a £7.5m redevelopment.

More information about the Museum and the Redevelopment Project can be found on the Museum website, and in the accompanying supplementary information document.

Mission Statement

Kilmartin Museum inspires and educates people by interpreting, explaining, and conserving the internationally important archaeological landscape, artefacts and natural heritage of Kilmartin Glen.

Role

The post holder will manage all day-to-day aspects of running Kilmartin Museum as a visitor attraction including facilities management and compliance in accordance with the Museum's Mission Statement and Accreditation Standard. Line management responsibility for the Visitor Experience Manager and liaison with the café operator lie with the post holder, depending on skills and experience.

The post holder will work closely with the Director and Curator to ensure continued delivery of the Museum's mission and vision following the completion of a major redevelopment project, ensuring the goals of the project are maintained longer term.

Terms of Post

Place of work: The post will be based in the new Kilmartin Museum.

The postholder will be expected to attend meetings elsewhere on occasion, for which reasonable expenses will be paid.

Line Manager: Director and Curator, Kilmartin Museum Company Ltd.

Reporting to: Line Manager and Kilmartin Museum Trustee Management Group.

Salary: The salary will be c £35,000, depending on experience.

Hours: 37.5 hours per week.

There is an occasional requirement for weekend and evening work.

The post holder will take lead responsibility for organising out-of-hours alarm call duty and will be a rota member.

Contract Type: This is a permanent contract, subject to successful completion of probationary periods.

Annual Leave Entitlement: 30 days per annum (including bank and statutory holidays). Additional annual leave allowances for long service apply.

Scope of Work

Work will include but is not limited to:

Operational Management of the Museum

The post holder will be responsible for managing and marketing all aspects of the operations of the Museum site including visitor reception, café, and shop:

- work with the Director & Curator and the Board of Directors to maintain the Museum's mission and vision
- feed into the development, production, implementation, monitoring, reporting and evaluation of the Museum's overall Strategic Forward Plan
- take overall responsibility for facilities management
- ensure the benefits and outcomes of the Redevelopment Project are delivered after opening and beyond the project end date according to funder and partner agreements
- work with the Director and Curator, Board and appropriate staff members to review, develop, produce, and update policies and procedures for Board approval and implementation
- manage the café operation
- responsible for all elements of HR (with support of a HR retained consultant)
- responsible for line management of the Visitor Experience Manager (dependent on experience)
- line management of administrative post
- responsible for managing all elements of the Museum's owned and leased property portfolio including working with the board to develop a strategy for the Kilmartin parish church building
- further developing the Building Operational Plan
- working with staff to deliver the Management and Maintenance Plan
- reporting to line manager, Board and funders as necessary.

Continued Development of the Museum as a Visitor Attraction

The post holder will be responsible for the operational running of the visitor experience including:

- marketing, social media and audience development according to the current Audience Development and Marketing Plans
- working with external consultants Corner Shop Marketing to sustain marketing activity beyond 2023
- strategic responsibility for the on-site café – managing the Café Operator through a rental agreement or manager to deliver an income-generating/ rental paying café experience.

Dependent on experience, the post holder will be responsible for managing all aspects of running the new visitor experience:

- identify and implement opportunities to maximise use of the museum facilities to deliver additional income as per the Business Plan
- managing the Visitor Experience Team to ensure all aspects of the public and staff areas of the Museum site are maintained to an appropriate standard and issues are resolved promptly
- overall responsibility for building security, alarm management and administration
- oversight and management of the information technology network for the whole organisation
- manage Health and Safety of visitors and employees, including first aid.

Exhibitions, Collections, Education and Community

The post holder will work closely with the Director and Curator who leads the Curatorial and Education Service Team to ensure that the curatorial, research and education objectives of the Museum are achieved. The post holder will be expected to continue to create positive relationships within the local community.

Financial Management & Fundraising

Working closely with the Director and Curator, freelance Finance Manager and Assistant Finance Manager, the post holder will be expected to manage all costs including staffing costs within budget in their areas of responsibility.

Person Specification

Essential Requirements:

- demonstrable experience in a similar role
- an understanding of the vision of Kilmartin Museum, the Redevelopment Project, and our aspirations for the future

- excellent interpersonal skills to foster relationships at all levels internally and externally
- line management experience including knowledge of HR processes and procedures
- proven effective manager, able to develop a team and support and motivate staff and volunteers
- excellent IT skills
- excellent organisational and time management skills, ability to prioritise workload to suit organisational need
- ability to work under pressure and to deadlines
- demonstrable experience of working to budgets
- ability to take responsibility and problem solve.

Desirable Requirements

- passion for archaeology and Museums
- knowledge and experience of Human Resources, recruitment, contracts and procedures
- experience in catering
- proven experience of marketing skills
- track record of delivering evaluation
- social media skills in a work environment
- valid driving licence.