

Museum Operations Manager, Pen Museum (Birmingham)

Vision of the Pen Museum:

To be a unique and inspiring centre for the history of steel pen trade in Birmingham, the social history, and its relevance today, creating a sense of place, pride and interest for visitors, schools, and local communities.

PURPOSE OF JOB

To support the success, development, and positive impact of the Museum through the management of all visitor facing operations, volunteer recruitment, events management, visitor and formal educational engagement, commercial activities, visitor admissions, security, and duty management. To report regularly to the Board of Trustees on the implementation of the Business and activity plan. The Trustees have a responsibility to provide support and advice on all aspects of the business plan.

OUR VALUES:

- Inclusive
- Accessible
- Creative
- Collaborative

DUTIES AND RESPONSIBILITIES

1. Operations Management

Manage the day-to-day operation of the Pen Museum and all facilities. This includes a co-ordinating role for its management including volunteers, visitors, security, health & safety, cleaning, retail, events, tours, and group visits.

Review and update policies and procedures related to the operation of the site as directed by Board of Trustees. (H&S, events, bookings, fire control, first aid, salvage plans and emergency evacuation, cleaning, out of hours working and monitoring datasheets etc).

Ensure day to day site maintenance is conducted, conducting routine maintenance checks, resolving faults and issues as they arise and reporting significant issues to Board of Trustees.

Function as the Pen Museum's Health and Safety Officer and ensure an appropriate system of checks, reporting and incident management is in place.

Review building, visitors, and events risk assessments on a regular basis.

Responsibility for volunteer, visitor, and museum collections regarding fire control and intruder alarm systems.

Be knowledgeable of landlord's systems of regular fire drills and testing.

As a key holder, be accountable for the security of the museum.

Maintain Duty Manager rota for the Museum and acting as Duty Manager as required to cover gaps during agreed core opening hours, including staffing the museum. Given the need to fill in for short-staffed shifts to maintain visitor experience, it is crucial for the manager to be familiar with the various volunteer roles. This knowledge allows for seamless onboarding and training of volunteers.

2. Volunteer Management

Recruit, induct, train, develop and line manage an enthusiastic team of volunteers at the Pen Museum, preparing and monitoring volunteer and staff rotas to ensure delivery of all Museum operations and events, both front of house and collections development.

3. Museum Management

Deliver all the necessary management structures, processes, and administrative systems under the direction of the Management Group and Trustee Board to implement the Business and Activity Plan.

Report to the Management Group monthly, highlighting any issues and relating to facilities, finance, incidents, and communication as well as attending the Trustee Board meetings to report as required.

Support trustees by providing relevant information to aid the successful preparation and submission of funding applications to key funders where appropriate.

4. Visitor Experience

To ensure that the Museum offers optimum standards of customer service and presentation, including collection of visitor feedback. Helping to develop a forward plan of public programme of events, exhibitions, activities, and outreach work in conjunction with the management and trustees.

5. Commercial

Work towards commercial objectives (retail, membership, admissions, room hire and events) for the Museum and assist with setting and meeting operational objectives, both income and expenditure. These are set in consultation with the Board of Trustees or Management Group.

Work with the Management Group to identify, develop and implement initiatives that help maximise and support the Pen Museum's income generation activities to contribute towards future developments and funding requirements.

6. Marketing

To work with the Marketing Subgroup and relevant lead trustees to develop and implement a Marketing plan and outreach/promotional activities. Liaison with the Administration Officer and relevant trustees to monitor, review and update content on the museum's website and social media. Create content that can be shared on different social media accounts, potentially training volunteers or placements to facilitate this.

7. Any Other Duties

Any other duties and responsibilities appropriate to the post.

RELATIONSHIPS

The postholder will report directly to the Board of Trustees as appropriate, including attendance at the bi-monthly Board meetings. Daily contact will be via the Administrator, Chair or the relevant nominated lead trustee covering the issue concerned. Separate to the Board of Trustees, the postholder will be responsible for hosting monthly Management Group meetings in which operational items will be discussed. Any essential information from these meetings is reported back to the Board of Trustees.

LOCATION, HOURS.

This job will be based in the Pen Museum, 60 Frederick Street, Birmingham B1 3HS.

The post is part time: 25 hours per week. The working week will run from Thursday to Sunday (inclusive) and cover a minimum of core opening hours. Hours can be split over 4 days a week to suit the Museum's/postholders needs. There may be some evening events. Where resources allow, undertake training where relevant to the operation of the Museum.

Other volunteer team members will be on a rota to act up as Duty Manager during regular opening, and to cover the postholders' annual leave.

Expenses will be paid for approved travel to off-site venues, postholder expected to arrange their own transport. Pen Museum is the postholders' place of work.

ENTITLEMENTS

You will be entitled to 25 days annual holiday and 8 public bank holidays pro rata. Total of 150 hours per year. Membership of the Associations Pension Scheme if required.

PERSON SPECIFICATION

EXPERIENCE AND KNOWLEDGE

ESSENTIAL

Experience of recruiting, managing, and training staff or volunteers, and knowledge of up-to-date legislation and best practice in working with volunteers.

Experience of day-to-day operational management of small visitor attraction, museum or similar, including giving tours and presentations.

Experience working in public and customer facing teams and delivering excellent customer care practice.

Must be a team player with the ability to demonstrate tact and diplomacy with volunteers, trustees, and stakeholders.

Experience of managing and re-forecasting budgets

Experience of retail, including cash handling, and delivering commercial objectives.

Experience of assessing risk, implementing, and taking responsibility for compliance issues and regulations (including fire control, health & safety audit, first aid, salvage plans and emergency evacuation procedures).

Knowledge and enthusiasm for industrial, social, or urban history and heritage.

DESIRABLE

Experience of writing policies, operational and procedural manuals, and monitoring systems.

Experience of ensuring compliance of property facilities and services (heating, lighting etc) and monitoring service agreements.

Experience of marketing and using social media.

SKILLS AND ABILITIES

ESSENTIAL

Ability to build, lead and motivate a team, as well as part of a team and in partnership. As a team player, can act with tact, understanding and diplomacy with volunteers, trustees, and stakeholders.

Highly organised with the ability to plan effectively, be dependable and punctual.

Ability to respond calmly and work under pressure, including confidence to make decisions and deal immediately with operational challenges and issues.

Excellent communication skills including presentation and written skills.

Self-confidence in dealing with people of all ages and all abilities.

Ability to work enthusiastically and methodically on an independent basis.

Excellent IT skills in all the standard programmes (knowledge of WordPress websites - an advantage).

Enthusiasm for and commitment to engaging non-traditional heritage audiences.

Ability to work flexibly, including bank holidays (with appropriate notice).

Ability to work in alignment with the values of the Pen Museum.

EDUCATION AND QUALIFICATIONS

Essential

GCSE grade C/4 and above in English Language and Maths.

Desirable

Degree in heritage-related study or equivalent and/or appropriate professional qualification.