



Operations Manager Job Description

Introduction

East Grinstead Museum was founded in 1976. It is a Charitable Incorporated Organisation (Charity No. 1171561). The museum is independent, being governed by a board of eight voluntary trustees, and is totally dependent on grants, sponsorship and donations for its income.

Our Vision

Sparkling a sense of place and belonging in East Grinstead's past, present and future, through the stories we share.

Our Mission

East Grinstead Museum collects, safeguards and interprets collections to tell stories of local people and local events for the interest, enjoyment and education of all.

Our Strategic Aims

- Engage with audiences within East Grinstead, its surrounding villages and both nationally and internationally
- Tailor and improve our stories to engage a broader and more diverse audience.
- Reinvent the museum as a more interactive and regularly evolving attraction for all ages and social groups
- To be organisationally resilient and progress towards financial break-even

The museum is housed in a purpose-built building, just off the High Street, which opened in September 2006. The museum is open 5 days a week, including weekends and Bank Holidays, and admission is free. The museum's displays focus on the history of the town and its surrounding villages. It has a programme of family activities, school visits, talks and outreach activities that aim to engage with the local community.

In 2016, the museum was awarded a Heritage Lottery Fund grant to develop a permanent display to tell the story of the pioneering plastic surgeon Sir Archibald McIndoe. His patients were WW2 airmen who suffered severe burns and were treated at The Queen Victoria Hospital in East Grinstead. They went on to form the Guinea

Pig Club so named because of the new, experimental techniques developed by McIndoe.

The opportunity has arisen for the board to recruit to a new Operations Manager role to support the Museum Development Manager and the museum's trustees to lead the museum forward into its next phase of development. This post will focus on the daily management of the museum site/public engagement activities and will be pivotal in supporting the committed group of volunteers who support the museum, alongside leading on collection's management issues.

The Role: Operations Manager

Responsible to:	Museum Development Manager
Length of contract:	18 months, with a possibility of extension
Hours per week:	3 days per week (22.5 hours)
Salary:	£25,000 pro rata p.a. (i.e. £15,000)
Location:	East Grinstead Museum, Old Market Yard, Cantelupe Road, East Grinstead, West Sussex, RH19 3BJ
Probation Period:	6-months
Start date:	asap, negotiable

Purpose

The Operations Manager will ensure that the museum runs smoothly on a daily basis, managing all aspects of the building/maintenance/health & safety issues. They will lead on ensuring that there is an excellent standard of customer care in all visitor facing operations. They will support and manage our large group of volunteers which number around 60 in total, with a core group of 20 regular, dedicated and enthusiastic volunteers. They will work in conjunction with the Museum Development Manager and volunteers to plan and deliver a vibrant and inclusive programme of family, school and outreach activities.

The priority is that the postholder comes from a strong operations/customer care background and previous museum experience is not required. However, if they don't come from this background, they must be interested in museum/heritage issues, and be willing to receive training related to how museum collections are managed and documented in line with professional standards.

Main Duties and Responsibilities

- Manage the day-to-day operation of East Grinstead Museum and its facilities. This includes management of volunteers, visitors, security, health & safety, cleaning, buildings related contracts/insurances, retail, events, tours, and group visits

- Ensure regular/essential site maintenance is carried out by suitably qualified/experienced contractors (electrical, heating, plumbing etc); carry out routine maintenance checks, resolving faults and issues as they arise - reporting major issues to the Museum Development Manager and board of trustees
- Act as East Grinstead Museum's Health & Safety (H&S) Officer to ensure that an appropriate system of checks, reporting and incident management is in place
- Review building, visitors, and events risk assessments on a regular basis
- Be responsible for fire control and intruder alarm systems including regular drills and testing
- Review and update policies and procedures related to the operation of the site as directed by the Museum Development Manager and supported by the board of trustees (H&S, events, bookings, fire control, first aid, salvage plans and emergency evacuation, cleaning, out of hours working and monitoring datasheets, GDPR etc.)
- Maintain the volunteers' rotas and co-ordinate the focus of volunteers' activities
- Recruit, induct, train, develop and support the volunteer team
- Ensure that East Grinstead Museum offers high standards of customer care, including the collection of visitor feedback
- Develop/deliver a forward plan of public programme of events, activities, and outreach work in conjunction with Museum Development Manager, volunteers and the board of trustees
- Willingness to learn about how museum collections are managed in line with professional standards

Person Specification

Qualifications/Training

Essential

- Training and knowledge of Health & Safety policies/legislation

Desirable

- A relevant professional qualification in museum studies and/or heritage management
- Training in children/vulnerable adults safeguarding issues
- First Aid qualification and/or accredited training

Knowledge/Skills/Experience

Essential

- Experience of day-to-day operations management of a small organisation open to the public, e.g. visitor attraction, museum, retail business etc.
- Proven track record in working in public/customer facing services and delivering excellent customer care practice

- Experience of recruiting, managing, and training volunteers, and knowledge of up-to-date legislation in line with best practice in working with volunteers
- Ability to build, support and motivate volunteer teams
- Experience of retail, including cash handling, and delivering against commercial targets
- Knowledge of basic financial systems including online banking, the payment of suppliers, invoicing etc.
- Experience of assessing risk, implementing, and taking responsibility for compliance issues and regulations (including buildings maintenance contracts, fire control, H&S audits, first aid, salvage plans and emergency evacuation procedures)
- Understanding of equal opportunities and strong commitment to break down barriers to access/inclusion
- Excellent communication and written skills
- Computer literate and able to use a wide range of software

Desirable

- Experience of managing a museum collection in line with published standards
- Knowledge of informal/formal learning and community engagement programming
- 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 gathering customer feedback

Other Criteria

Essential

- A flexible approach to working and ability to work under own initiative, but in line with the museum's priorities
- Needs to be a good problem-solver with a practical hands-on approach
- Able to identify high priority situations swiftly (such as H&S, first aid, safeguarding issues), and be responsible for acting appropriately
- Highly organised with the ability to plan effectively, be reliable and punctual
- Must be a team player with the ability to demonstrate tact and diplomacy with volunteers, trustees, and stakeholders
- Self-confidence in dealing with people of all ages and all abilities
- Lives within a 30 minute journey time of the museum to support logistics of being a keyholder and key alarm contact

Working Conditions

The museum is open Wednesday to Sunday, with some volunteers currently working on a Monday/Tuesday. The trustees are willing to work with the postholder to agree a pattern of working to ensure that the postholder and the Operations Manager are available at the museum during core opening times. This pattern will need to involve regular weekend and some evening working. Flexible working options are available including remote working.

This position will require an enhanced DBS check which will reveal any unspent convictions. A criminal record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the museum's collection.

The postholder will also be expected to undertake ad hoc duties as required (in negotiation with the Museum Development Manager).

The postholder will be expected to work to office guidelines on handling, health and safety, lone working, etc. as advised, taking responsibility as appropriate.

You will be entitled to 20 days annual holiday (pro rata) and public bank holidays. East Grinstead Museum will auto enrol successful postholders on to the Nest pension scheme unless they wish to opt out.

Equal Opportunities

East Grinstead Museum is an equal opportunities employer which is committed to inclusion for all staff and volunteer positions. We welcome applications from candidates from protected characteristic groups, and we are committed to hiring on merit and to removing barriers in our employment policies/practices. If you wish to disclose a disability/access need, please feel reassured that we will aim to explore how the interview process can be accessible for you.

How to apply:

If you think you are the right person for us, please send your CV and a covering letter of no more than two sides of A4 outlining your reasons for applying to Lester Porter – chair@eastgrinsteadmuseum.org.uk by 5pm on 31st October 2024.

Interviews will be in two stages. Stage one interviews will be held on Zoom on either the evenings of 21st or 22nd November. Second interviews will be held in-person at the museum on the evening of Friday 6th December or during the day on Saturday 7th December.