



Museum Operations and Facility Manager

Job description & Person specification

Job title	Museum Operations and Facilities Manager
Salary	£28,000 per annum (initially 1 year contract)
Hours and duration of contract	<p>Full Time: 37.5 hours per week across 5 days.</p> <p>Regular and flexible weekend and evening work will be required across a 7 day rota (e.g around 2 weekends per month). This will include working across bank holiday weekends and school holidays, to coincide with the Museum’s busiest periods.</p> <p>This is initially a 1 year post with a view to renewal, subject to funding.</p>
Job share	We would be happy to accept applications from candidates who wish to make an application to work on a part-time/job-share basis. Please state your availability clearly in your application.
Pension	You will be automatically enrolled into a pension scheme with The Creative Pensions Trust.
Annual Leave	You will be entitled to 28 days annual leave per calendar year.
Responsible to	To be confirmed and the Chair of Board of Trustees
Responsible for	Community and Engagement Officer and volunteers

Overview

This is an exciting opportunity to join a dynamic team of staff, trustees and volunteers to support the continued development of the Museum of Cambridge. The Museum collection represents over three hundred years of Cambridgeshire history in the former White Horse Inn. It is an eclectic collection including household objects, childhood toys, paintings, agricultural equipment and much more.

The Operation Manager role is a “hands-on” position that will enable the post holder to get experience in all aspects of running a local Museum with a loyal group of supporters and volunteers. You will have a chance to make a real impact on the Museum and the Board enthusiastically receive new ideas.

We are a small team and are looking for a friendly, flexible candidate who is happy to jump in and support the rest of the team if required. You will be able to lead, manage and motivate your staff,

partners and, where relevant, volunteers in order to get the best out of them. Museum experience is welcomed but not essential.

The Museum has a small team of staff that are supported by around 80 volunteers and welcomes approximately 15,000 visitors per year. There is a permanent collection, a programme of exhibitions and a series community outreach projects.

Job Description

Key Responsibilities

The three main responsibilities of this role are

- to effectively manage the day-to-day running of the Museum and deliver an excellent visitor experience (primary role)
- to help achieve visitor targets
- to help achieve revenue targets

Day-to-Day Operations of the Museum

- Act as Duty Manager, opening and closing the museum each day, and supervising the museum and volunteers while it is open to the public.
- Provide an outstanding customer experience for all museum visitors, ensuring all feel welcome.
- Manage volunteering calendar, ensuring suitable cover across all activities and making arrangements if suitable cover cannot be found.
- Supervise daily volunteer activity, providing support and advice where required.
- Provide relief cover on the Front of House desk when required.
- Be a key holder, opening and closing the museum when required and making arrangements for out-of-hours cover.
- Manage the Museum's admissions and shop including dealing with visitors and cashing up
- Organise and, with other staff, participate in monthly duty staff rotas and on-call alarm contact duties
- Manage room bookings and the hire of the museum to external partners.
- Manage admissions, visitor feedback and develop monitoring systems for visitor satisfaction
- Fulfil the daily Duty Manager role on a rotational basis including some weekend work.
- Assist in providing operational advice and information to the Trustees
- Work together with all other Museum staff, volunteers and Trustees as a team.

Health and Safety, Facilities and Office Management

- Manage and ensure compliance with relevant licensing and/or legislation requirements, including Data Protection/GDPR, Emergency Plans, Health and Safety, Child and Vulnerable Adult policies and procedures and similar
- Ensure the Museum is safe for visitors, staff and volunteers, undertaking daily, weekly and monthly health and safety activities.

- Organise maintenance checks of fire, intruder, electrical and plumbing systems, as well as any other Museum maintenance required, to ensure Museum is safe and well-maintained.
- Undertake risk assessments where required and support staff, trustees and volunteers with risk assessment activities.
- Respond to health and safety issues as they arise.
- Manage key external contracts such as cleaning, office supplies, utilities and other services.
- Liaise with key stakeholders including Cambridge City Council, our landlords, to ensure good maintenance of the building.
- Ensure good maintenance of the museum's IT and related systems.
- Ensure good maintenance of the museum's security systems.
- Ensure good maintenance of the museum's information and filing systems.
- Maintain museum calendar, ensuring all information is up to date, administrating requests for room bookings and events.

Finance administration

- Maintain records of suppliers and clients, ensuring information is kept up to date.
- Correspond with suppliers, clients, and internal staff and volunteers using finance email and by phone.
- Maintain up-to-date financial records using QuickBooks including processing purchase invoices, producing sales invoices, and monitoring cash flow.
- Undertake weekly banking and management of petty cash.
- Produce financial reports and monitor budgets, including monitoring of income from admissions and other activities.
- Liaise with Treasurer regarding issues as they arise.

Volunteer Administration

- Ensure positive and professional communication with volunteers both in person and over email.
- Ensure records on our volunteer management system Better Impact are kept up-to-date and respond to volunteer queries about using Better Impact.
- Liaise with Volunteer Coordinators, supporting them with their recruitment and training of volunteers where appropriate.
- Promote volunteering training opportunities via Better Impact.
- Provide volunteers with access to IT where required.
- Coordinate the museum's monthly volunteer newsletter.

Miscellaneous

- Communicate regularly and effectively with the Trustees.
- Maintain good relationships with local partners such as Share Museums East and University of Cambridge Museums.
- Maintain good relationships with external suppliers and clients.
- Undertake any other duties as may be reasonably required by the Trustees.

Person specification

Requirement	Essential / Desirable
Experience of operational leadership in a museum, library or retail setting, or in a similar public-facing organisation	E
Excellent knowledge of Health and Safety policies and procedures	E
Commitment to equality, diversity and inclusion	E
Experience of day-to-day financial management and facilities management	E
Ability to be highly organised and efficient, with excellent administration skills	E
Excellent interpersonal skills, including the ability to work well with a wide range of people including staff, volunteers, funders, external stakeholders	E
Ability to work on own initiative, prioritise well and self-monitor	E
Adaptable and flexible “can do” approach	E
Ability to motivate and support staff and volunteers	E
Ability to prioritise workload and activities under pressure	E
Excellent numeracy, verbal and written skills	E
Good IT skills, especially experience of using Office 365 and Sharepoint	E
Willingness to work flexibly across a 7-day rota, including regular weekends and evenings	E
Experience of working with volunteers	E
First Aid at Work qualification	D
Experience of and enthusiasm for developing and delivering audience engagement programmes in a museums or heritage setting	D
Educated to degree or equivalent qualification/experience	D
Working knowledge of Quickbooks	D
Knowledge of ISO accreditation	D
Experience of managing historic buildings, heritage and museums	D
Experience of initiating and developing successful partnerships and collaborations	D
Experience of or demonstrable capability of financial and budget management	D

To apply

Please apply by emailing Louisa Trivett, Trustee with a CV and a covering letter detailing your suitability for the role. Louisa.trivett@museumofcambridge.org.uk

Deadline for applications is 12pm on 6th March 2020. We anticipate interviews will occur on 10 or 11 March 2020, to be confirmed by email after receipt of your application.

About The Museum of Cambridge

The Museum of Cambridge is an independent Trust and Company limited by guarantee, number 412205. Our Museum is one of only two independent museums in the city of Cambridge to operate as a registered charity, number 311309.

Our Museum is situated on the corner of Castle Street, in one of the oldest parts of the city of Cambridge. Formerly known as the Cambridge and County Folk Museum, we adopted the new name of Museum of Cambridge with the formal approval of the Friends of the Museum in February 2014.

Founded as a result of the hugely successful Festival of Olden Times held in the Cambridge Guildhall during 1933, Sir Cyril Fox declared our Museum open on 3 November 1936 at a ceremony attended by town and University dignitaries.

Our Mission

The Museum of Cambridge is a unique, historic space where visitors can discover and celebrate the social history and diverse stories of Cambridge and its surrounding areas.

We continue to preserve and interpret a dynamic collection to unlock the past for present and future generations. Connecting communities, we provide a sense of place, identity and heritage.

By building a resilient and sustainable organisation, we will:

- Create an enjoyable and engaging visitor experience for all our users, while also increasing our visitor numbers.
- Connect with and strengthen the bonds between the varied communities in Cambridge and surrounding areas.
- Contribute to local knowledge, understanding and skills, using the collection and other museum resources.
- Attract families, the broader local community and visitors to the city.

Our Vision

The Museum of Cambridge: sharing stories from the ordinary to the extraordinary.

Our Visitor Experience

Visitors will enter our historic space, central to the story of Cambridge and its surroundings. They will discover the secrets and stories that have shaped life today, and will leave feeling they have explored the region in all its character.

Further Particulars

The Museum of Cambridge values diversity and is committed to equal opportunities.

The Museum of Cambridge has a responsibility to ensure that all employees are eligible to work in the UK. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. Offers of appointment will be subject to the receipt of satisfactory references.