

Job description

Job title:	Museum Operations Manager
Grade:	3b
Department:	Museums
Responsible for:	Museum Supervisors x2, Volunteers
Accountable to:	Senior Manager Museums Audience Engagement and Development

Job summary

The Museum Operations Manager is responsible for the operational management of the museum spaces within the College, including the Hunterian Museum and Museum shop, The Anatomy and Pathology Museum and the Exhibitions Gallery (opening in Winter 2023 date TBC).

Specific duties and responsibilities

1 Museum Operations Management

Responsible for:-

- Planning and Managing daily Operations to ensure the service runs smoothly, efficiently and to a high standard
- The daily opening and closing of the museum and invigilating the space throughout the day to ensure the safety and security of visitors and the Museum. Identifying maintenance and display issues and dealing with them in a prompt manner.
- Acting as Duty Manager on a regular rota basis
- Scheduling staff and volunteers on a daily rota covering the Hunterian Museum, Anatomy and Pathology Museum and Gallery maximising staff and volunteer time efficiently and effectively.
- Leading by example in delivering exemplary customer service for both external and internal visitors
- Co-ordinating the monitoring of galleries via CCTV in collaboration with the Visitor Operations Team
- Arranging staffing and set up for out of hours events such as VIP viewings/family and community days//Lates etc
- Managing arrangements for group visits to the Museum and gallery



Collaboration



Respect



Excellence



- Co-ordinating with Museum curators and conservators to schedule an engaging offer for the Museums wide range of visitors including tours, activities, and events, ensuring that the needs and expectations of visitors are fully considered and met.
- Collaborating with colleagues in the Museum Team to plan volunteer led activities on a regular basis such as guided tours of the RCSEng building highlighting the special collections.
- Co-ordinate museum partnership conference days
- Management of the Museums email inbox
- Record, track and report on museum operations function to agreed KPIs.
- Co-ordinating image supply enquiries
- Co-ordinating regular refresher health and safety training sessions to include staff walk rounds of gallery
- Co-ordinating on-site/and online visitor evaluation related to Museum visits and to act upon this feedback to continuously improve the visitor experience

2 Volunteer Management

Responsible for:

- The Line management of supervisors and overseeing up to 70 volunteers
- The recruitment and induction of Museum Volunteers who assist in the shop, help and engage visitors in the Museum, deliver tours and other activities
- Collaborating with colleagues in the Museum Team to plan volunteer led activities on a regular basis such as guided tours of the RCSEng building
- Preparing monthly rotas to maximise volunteer cover in the shop

3 Shop Management

Responsible for:

- Daily financial reconciliations
- Overseeing the management of Shopify the Museum's cashless online system
- Covering the operational role in the shop as and when required on a daily basis
- Supervising and co-ordinating shop sales
- Regular stock checks and reordering of stock
- Creating and directing engaging shop displays.
- Commissioning new shop stock and liaising with suppliers and designers.
- Development and management of the online shop offer to include overseeing fulfilment of online shop orders and ensure online shop is up-to-date



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4 Developing self and others

Responsible for:

- identifying development needs for the supervisors to ensure they are fully skilled and supported in their roles. This can be done through training, coaching and performance management.
- Supporting the development of the volunteers with identified training opportunities to ensure a highly motivated, passionate and knowledgeable team.
- Identifying own development needs and setting personal development objectives in discussion with your line Manager
- Updating own knowledge and skills
- Developing, retaining and nurturing talent to support succession planning and enabling others to develop and apply their knowledge and skills

General

- Currently the Museum is open 5 days a week Tuesday to Saturday. However the Museum will be open 6 days in the future, Tuesday to Sunday. You will be working a five-day week including regular weekends (two weekends out of four) and bank holidays.
- Normal hours are 9.30 to 5.30pm. Out of Hours visits and special events are regularly hosted in the Museum so flexibility to work outside those core hours will be essential
- The post-holder is expected to represent the College in a professional manner in relation to his or her responsibilities and in ensuring their own continuing professional development.
- Undertake such duties appropriate to the grade, as required by the Director.

This job description will be subject to review in the light of changing circumstances and may include other duties and responsibilities as may be determined. It is not intended to be rigid or inflexible but should be regarded as providing guidelines within which the individual works.



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Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Relevant experience in Museum Operations Management 	
Experience and skills	<ul style="list-style-type: none"> Operational management experience Experience of duty management Ability to demonstrate commitment to delivering exceptional customer service Experience of working in a retail environment Experience of shop product ordering/ Experience of working in a customer or visitor service environment Experience and/or good working knowledge of on-line shop set-up and operations 	<ul style="list-style-type: none"> A track record in museum operations Experience of managing a museum/gallery or similar cultural goods shop Experience of managing a shop and growing income
Financial management and business planning	<ul style="list-style-type: none"> Good knowledge of current Health and Safety and EA requirements for safe and inclusive operations of public spaces Demonstrates a planned and organised approach to work, able to prioritise a varied workload Proven track record of financial management of small/medium retail operation 	
People and interpersonal skills	<ul style="list-style-type: none"> Experience of managing a team Evidence of strong interpersonal skills Attention to detail Demonstrate effective analyses. Passion for Museums, galleries and other Heritage sites 	<ul style="list-style-type: none"> Experience of working within a matrix management structure Experience in delivering relevant training in an engaging way. Experience of volunteer management



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The post holder will also need to demonstrate the following values:

Collaboration	<p>We embrace our collective responsibilities working collaboratively and as one college.</p> <ul style="list-style-type: none"> • We work together, using our collective expertise and experience to effect positive change • We are open, honest and transparent, straightforward in our language and actions, acting with sincerity and delivering on our commitments • We take our responsibilities to each other, to patient care and to the environment seriously and we act with this in mind across our work
Respect	<p>We value every person we come into contact with at the College as an individual, respect their aspirations and commitments in life, and seek to understand and meet their physical and wellbeing needs.</p> <ul style="list-style-type: none"> • We treat everyone we meet with kindness and integrity and we seek to promote these behaviours in others • We actively seek a range of views and experiences across our work, and we listen to, and make everyone feel, a valued part of the team
Excellence	<p>We aspire to excellence and success. We share learning from our experiences, apply feedback into practice, and commit to continual improvement.</p> <ul style="list-style-type: none"> • We work hard to be the best at what we do, recognising and celebrating effort and achievement, and reflecting on our work, so we can learn and improve • We value and invest in research, education and training to drive excellence and put improvements in surgical practice, dentistry and patient care at the heart of our work • We always seek to learn and discover more, valuing knowledge and scientific evidence, basing our decisions on insights, fact and experience

The Royal College of Surgeons of England is an Equal Opportunities Employer. We are open to all talent and we actively ensure that all qualified applicants will receive equal consideration for employment without regards to age, disability, gender reassignment, marriage or civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.



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