

**PICKERING BECK ISLE MUSEUM OF RURAL LIFE**

Job Title: **Operational Manager**

Reports to: Museum Curator and Trustees

Type: Part-Time Position, initially for 12 months with possibility for extension.

Salary: £21,380 per annum, pro rata, 3 days per week, includes Saturdays during opening season March to Nov

Annual Leave: 4 weeks holiday per year, plus 8 days bank holiday pro rata

Location: Pickering, North Yorkshire

The successful applicant will serve a three-month probationary period.

Summary

Beck Isle Museum is a small self-funded and largely volunteer run, accredited museum.

Responsibility for the policies and procedures of the museum rests with the Board of Directors (Trustees).  Care of the buildings, the collections and running the museum in accordance with their guidance and direction lies with the part-time Museum Curator.

The Operational Manager is a new part-time role. Ideally, the successful candidate will have experience of leading a front of house team of volunteers in meeting and greeting visitors, in processing admission and retail sales and running the day to day duties associated with opening a museum. It will require attendance at the museum for 3 days each week, including Saturdays when the museum is open to the public.  Occasional attendance at other times may be required for which time compensation will be given.

Prior to the Covid-19 pandemic the museum was open from February to November- 7 days a week 10am to 5pm during summer and until 4pm in the Spring and Autumn. The opening hours during 2021 have yet to be decided due to the ongoing situation but it is hoped we will be open for at least 5 days a week from Easter to end of October half-term.

Job Description

* To manage the day to day running of the museum. Reporting to the Museum Curator and ultimately the Board of Trustees, the role will support the Curator and Trustees in ensuring that the museum operates in a safe manner whilst remaining a profitable and sustainable business.

Responsibilities

Volunteers

Line manage Front of House volunteers

* Recruit Front of House volunteers
* Lead the induction for Front of House volunteers.
* Work with the Front of House volunteers to maintain the high standard of customer service offered to the visitors
* Arrange, and where appropriate deliver training to ensure that Front of House volunteers perform safely and effectively in their role
* Develop, maintain and monitor operational daily tasks for Front of House volunteers.

Admissions and Retail

* Work with a small team of volunteers to develop and maintain an attractive admission and retail area.
* Manage the staffing rota to ensure the Museum remains operational and sufficiently staffed.
* Maintain and manage admissions, retail and daily accounting records in line with the museums financial procedures.
* Assist the retail team in carrying out stock control, ordering and sales development.
* Collaborate with the Curator and the retail team to identify new retail products inspired by the collections.

Other Museum Operational Duties

* Implement the museum’s Health and Safety guidelines and carry out risk assessments where appropriate.
* Assist with testing the fire alarm and emergency lighting system
* Liaise with museum contractors who supply services, i.e. sanitary services, lift maintenance, security alarm etc.
* Identify opportunities to develop the museum as an attraction to the local community and visitors.
* Contribute to the overall marketing strategy and social media activities.
* Order operational supplies for the museum
* Develop an effective working relationship with the Museum Curator to ensure smooth running of the museum
* Ensure Covid-19 rules and regulations are in place and adhered to – take responsibility for some aspects of cleaning to help reassure the visitors and volunteers of rigorously maintained hygiene standards.

Essential Skills and Experience

* At least 3 years’ experience at a managerial level in either a heritage, visitor or retail environment
* Experience of managing and motivating people in either a heritage, visitor or retail environment, preferably with volunteer staff.

Desirable Skills and Experience

* Self- motivated with the ability to work on your own initiative and meet targets.
* Computer literate with a working understanding of point of sale systems and daily accounting in a retail environment-experience of Epos Now and Xero accounting package would be an advantage
* A demonstrable knowledge of excellent customer service standards
* Knowledge of Health and Safety regulations and ability to apply it in the workplace.
* An ability and interest in developing sales and profitability.
* Willingness and ability to attend training and development relevant to the role.

**To apply**

If you would like further details please email Sarah Maultby, Museum Curator on [manager@beckislemuseum.org.uk](mailto:manager@beckislemuseum.org.uk) with your name and phone number and Sarah will be in touch as soon as possible.

All applications must be made on the Beck Isle Museum application form which can be downloaded from our web site [www.beckislemuseum.org.uk](http://www.beckislemuseum.org.uk)

If you would like to apply for this post, please complete the application form and return by 5pm on Monday 14th December 2020 to [manager@beckislemuseum.org.uk](mailto:manager@beckislemuseum.org.uk).

Interview day is Monday 21st December

In these times of home working, lockdowns and other restrictions it would be helpful if you can apply by sending your application form as an email attachment to the above email address.