

**Job Profile  
Chief Operating Officer**

**Purpose:** To support and advance the purpose, impact and growth in attendance of the Museum by leading and developing a strategic view of visitor engagement and experiences, staff and volunteer development, site conservation and developments, all day-to-day operations, marketing, ICT, special events, commercial activities/trading and as a member of the Museum's Leadership Team.

**Key Responsibilities & Accountabilities (What You'll Do)**

Responsibilities

Lead, manage, inspire and develop staff teams.  
Lead the strategic development of the relevant functions; maximising cross-function collaborations.  
Central role in developing the Museum's short, medium and long-term business planning.  
Develop and manage annual revenue budgets and capital plans.  
Deputise for the Chief Executive, as required, for this area of the Museum's work.  
Develop and keep under review, relevant Museum policies.  
Develop volunteer support for this area of the Museum's work.  
Represent the Museum externally, relevant to the remit of the post.  
Identify, develop and maintain regional, national and international partnerships.  
Assist with identifying and developing opportunities for external funding and support.  
Influence and contribute to national policy and thinking in areas relevant to the post.

Accountabilities

Performance of staff in the teams.  
Efficacy of day-to-day operations and successful visitor experiences.  
Health & Safety.  
Financial control.  
Relevant external relationships and partnerships.  
Relevant policies.  
A champion of the Museum brand.  
Chief Executive of the Museum's subsidiary trading company.  
Disaster planning and business continuity.  
Safeguarding (Young People & Vulnerable Adults).

Dimensions

Member of the Museum's Leadership Team.  
Delegated responsibility for an annual budget of c£6m, and turnover from trading of c£2.5m.  
Direct reports x 4 staff.  
Responsibility for managing and directing multiple functions.  
Responsible for decision making, problem solving and diverse decisions within multiple functions.

Working Relationships

Principal advisor to the Chief Executive, for the scope of the post.  
Expected to interact with external groups, volunteers, students and occasionally, the public.  
Expected to interact at middle and senior management level daily and weekly, and regularly with the Museum's governing body, committees and Board of the Enterprises Company.  
Expected to interact with other museums, partners and external organisations, including Arts Council England, BBC, universities, professional bodies and the media.  
Communication includes negotiation and influencing Board of Trustees and Enterprises Company, managers and direct reports, information giving/receiving.

Reports To: Chief Executive  
Direct Reports: Head of People & Culture, Head of Audiences & Communications, Head of Site Conservation, Maintenance & Transport, Head of Museum Operations  
Salary: £60,000

**Person Specification (What You'll Need)**

Experience

A record of successful leadership and achievement in a comparable organisation, specifically relevant to the purpose of the role.  
  
Experience of working with teams at a high level to support defining the direction and strategies of an organisation.  
  
Experience of successfully managing and developing external relationships and partnership-working at a high level.  
  
Commercial wisdom and strong business discipline.

Personal Attributes

Enthusiasm for the Museum's aims and its independence, a broad understanding of heritage and conservation issues, formal and informal learning, marketing, and an interest in all areas of the Museum's work.  
  
Ability to represent an organisation clearly and compellingly to internal and external audiences.  
  
Integrity.  
  
Ability to work effectively with colleagues.  
  
Ability to support a working environment which attracts and retains talent.

**Black Country Living Museum Trust**  
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