

Job Profile
Head of Museum Operations

Purpose: To support the success, development and positive impact of the Museum, including the Locksmith's House (Willenhall), through the management of all visitor-facing operations, events management, visitor and formal educational engagement, commercial activities, ICT, costume production, on-site transport, visitor admissions, security, car parking and duty management.

Key Responsibilities & Accountabilities (What You'll Do)

Responsibilities

Leadership, management and direction of the Museum Operations teams (IT, Events, Engagement, Enterprise & Admissions)

In liaison with the BCLM COO, contribute to the BCLM business plan, with strategic ideas, innovation and improvements relevant to your area of responsibility.

Contribute to the Museum Trust and Enterprise Boards with evidence of overall performance by gathering, analysing and interpreting data and metrics

Lead and drive continuous improvement projects and initiatives within your teams to assist in enhancing the Museum's operational delivery further in line with BCLM overall Business plan.

Provide operational /technical support and guidance to support the delivery of the Museum's infrastructure and growth projects.

Monitor and analyse key operational objectives and be at the forefront of challenging and creating new opportunities to enhance the visitor journey and engagement at BCLM.

Evaluate regularly the efficiency of operational procedures within all of your teams according to Museum objectives, and design and implement improvements

Development, support and provide knowledgeable leadership for your direct reports, ensuring that their key targets and objectives are achieved.

Develop manage and review annual budgets of all your teams, including oversight of extensive trading activities, inventory & material control, staffing costs ensuring adjustments to operational budgets as appropriate.

Develop, manage, implement and keep under review, optimum standards of visitor service & experience

Ensure all operational teams are consistently compliant with HSE regulations and consistently delivering high levels of quality and service to all visitors/guests/business at the Museum.

Monitor and review all insurances and contracts regarding Museum Operations and ensure that they run with legality and conformity to established regulations

Manage relationships and contractual agreements relevant to your areas of responsibility with external partners/vendors and ensure all operational agreements comply and conform to both internal and external governance requirements.

Encourage a collaborative, inclusive culture within your teams and with internal stakeholders to regularly drive the growth of visitor experience at the Museum.

Ensure understanding of the strategic and operational outputs of internal clients /teams and their impact on deliverables from your teams.

Manage and support internal teams (e.g. programming, business development) regarding realistic deliverables.

Person Specification (What You'll Need)

Experience

A record of leadership and achievement in a comparable organisation, specifically relevant to the purpose and scale of the role.

Experience of working with teams at a high level to support defining the direction and strategies of an organisation.

Experience of managing multiple functions.

Commercial wisdom and strong business discipline.

Knowledge of HSE requirements relevant to functions of the role.

Commercial & budgetary/financial knowledge relevant to functions and level of responsibility of the role.

Personal Attributes

Enthusiasm for the Museum's aims and its independence, a broad understanding of heritage and conservation issues, formal and informal learning, retail and catering, health & safety, 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.

Contribute to effective disaster planning and business continuity, and safeguarding (Young People & Vulnerable Adults)
Lead, develop and implement effective internal communications/briefing to the Operations Team
Support & respect BCLM commitment to diversity and inclusion
Support the COO with adhoc projects
Any other duties commensurate with the role.

Accountabilities

Performance and development of the Museum Operations Team.
Financial control.
Standard of visitor service and experience.

Dimensions

Delegated responsibility for the Museum Operations annual budget of c£3m.
Direct reports x 5.
Responsibility for managing and directing multiple functions.
Responsible for decision making, problem solving and diverse decisions within multiple functions.

Working Relationships

Expected to interact with external groups, volunteers, students and the public, enquirers and the visiting public.
Expected to interact at middle and senior management level daily and weekly, occasionally the Museum's governing body and Board of the Enterprises Company.
Expected to interact with other museums and external organisations, including occasionally the media.
Communication includes negotiation and influencing Board of Enterprises Company, committees, managers and direct reports, information giving/receiving.

Grade: 2
Reports To: Chief Operating Officer (COO)
Direct Reports: Engagement Operations Manager, Events Manager, Museum Enterprises Manager, Admissions Welcome Manager (Visitor Welcome Manager from Easter 2021), ICT Manager
Salary: c£48,000

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