

Museum Operations Co-ordinator (Part-time)

This is an exciting time to join the Brunel Museum. Along with a new Director who joined the organisation in January, you will play a key role in the Museum's post-COVID recovery, developing and driving a customer focused commercial operation. You will lead the Front of House volunteers in the delivery an outstanding customer journey for the Brunel Museum. This varied role involves overseeing the operations of the Museum site and maximising income from ticket sales, gift aid and donations, retail, venue hire, partnerships and events.

Flexibility is key as the small museum with the big story continues its post Covid-19 recovery. We recognise that flexibility is a two way street so while we are asking for flexibility from our staff, we want to try and provide the same in return. If you meet the criteria but require additional flexibility in hours, please do get in touch with the Director.

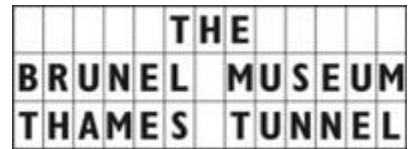
Conditions of work

- Fixed Term Contract – until 31 March 2022
- Hours of work: 5 days per month, including 3 out of 4 weekend days (Saturday or Sunday) plus 2 weekdays each month. Possibility of overtime.
- Salary: £24, 000 p.a. pro rata (£500 a month)
- Reporting to the Museum Director

Job description:

Museum Operations

- To act as Duty Manager
- Oversight of the Museum shop, ensuring that it is well maintained and stocked
- Delivering ambitious but achievable sales targets
- Managing the day to day relationship with onsite partners, including Coffee Box food concession, Midnight Apothecary evening events and cleaners
- Being the first point of contact for bookings for private tours and school bookings
- Ensure KPIs are recorded at the end of each operational day
- Work with the Director to maximise opportunities for profile raising, promotion and cross selling



Volunteer management

- Lead and manage the volunteer tour guides to deliver outstanding customer service, including ensuring the volunteer rota is up to date
- Recruit and train new volunteers as required
- Ensuring a high standard of customer service at all times from yourself and the volunteer team to ensure high quality customer experience and good recommendations, both online and word of mouth
- Training and motivating volunteer teams to deliver sales targets

Administration

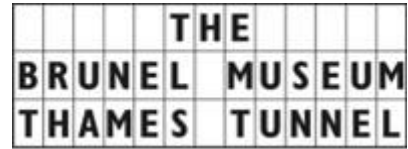
- Responding to enquiries in the hello@thebrunelmuseum.com inbox, including coordinating school sessions and private tour bookings
- Fulfilling online shop orders
- Cash banking as required
- Ensuring office supplies remain well stocked

Health and safety

- Ensuring the security of staff, visitors and collections
- Coordinating health and safety for the museum and conducting risk assessments
- Any other duties as requested by the Director

Experience and skills

- A demonstrated understanding of best practice in volunteer management
- Commitment to delivering excellent customer service
- Experience of leading, motivating, managing and developing teams
- Experience of managing rotas
- Ability to work as part of a team
- Ability to work effectively with partners and stakeholders
- Experience of working in a museum, gallery or heritage environment
- Demonstrated understanding of the security and preservation needs of museum collections
- Experience of managing health and safety in a public environment
- Flexibility and adaptability
- Good problem solving skills
- Good time management and prioritisation skills
- Willingness to undertake First Aid training



Desirable:

- Experience of producing interpretation, marketing or promotional material
- First Aid qualified

Any questions about the role should be directed to the Director, Katherine McAlpine in the first instance, Katherine.mcalpine@thebrunelmuseum.com

Deadline: Please apply with a CV outlining your relevant experience and a covering letter explaining why you want to work at the Brunel Museum, and how you meet the required experience and skills by **9am Wednesday 15 September**

Interviews are expected to take place w/c 20 September

The Brunel Museum, Railway Avenue, London, SE16 4LF
www.thebrunelmuseum.com

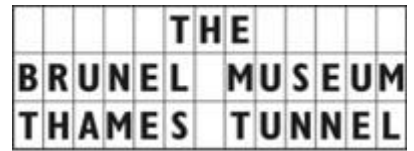
Please note that The Brunel Museum is committed to equal opportunities in employment and ensuring that no one is denied opportunities or discriminated against through prejudice or exclusion due to characteristics protected under the Equality Act. The successful candidate will be subject to an enhanced disclosure from the Disclosure & Barring Service and appropriate references.

If you have a disability which means you are unable to meet some of the job requirements, specifically because of your disability, please address this in your application. If you meet all the other criteria, you will be short-listed and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Appendix 1

The Brunel Museum's Charitable Objects:

1. To preserve and encourage the preservation for the public benefit of the Engine House situated in Rotherhithe Street, Greater London and the precincts thereof by such means as may be necessary.
2. To educate the public in the appreciation of the engineering works of Marc and Isambard Brunel, particularly the construction of the Thames Tunnel, and to publish and catalogue, leaflet or other material in connection herewith; and
3. To provide a recreational facility for local residents and for the public at large at Rotherhithe and, subject thereto, to generally enhance the surrounding conservation area.



The Brunel Museum's 6 Strategic Aims 2019- 2024

1. We will put place-making at the heart of Brunel's London story.
2. We will interpret broadly the many stories of our buildings and our collection.
3. We will bring more people to Brunel's story and legacy.
4. We will help to inspire a new generation of engineers.
5. We will encourage growth and sustainability through commercial prowess.
6. We will ensure effective governance and administration.