

DORSET NATURAL HISTORY AND ARCHAEOLOGICAL SOCIETY

JOB DESCRIPTION HEAD OF OPERATIONS

Full Time, £32,500 per annum

Dorset Museum & Art Gallery (DCMAG) is one of the leading independent, charitable, heritage organisations in the South West of England. Its diverse collections contain over four million objects, including internationally significant geology, archaeology and literary artefacts, and is visited by over 50,000 visitors a year.

The Museum & Art Gallery is at an exciting and pivotal moment in its 170-year history having completed a £16 million capital expansion project to construct the innovative, visitor-focussed 'Tomorrow's Museum for Dorset'. This has completely transformed the Museum & Art Gallery - its galleries, exhibitions, storage facilities, working spaces and retail offer - to produce an organisation able to better conserve and interpret Dorset's internationally significant heritage and be ready to meet the expectations of modern visitors.

Owned and managed by the Dorset Natural History and Archaeological Society (DNHAS), the Museum & Art Gallery operates independently with financial support from Dorset Council, and Dorchester Town Council.

The main activities of the role are described below. This is not intended to be an exhaustive list of duties but a guide to the main priorities. The post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post. They are expected to use their judgement about priorities within the overall purpose of the role. In addition, the details contained in this job description reflect the content of this job at the date of being prepared. It is however possible that over time the nature of the job will change. Consequently DNHAS will expect to revise this job description on occasion and will consult with the post holder at the appropriate time.

Main Purpose of Post: The job holder is responsible for the day-to-day management and administration of the operational aspects of the Museum & Art Gallery relating to visitor services and commercial activity (retail, café and events), to ensure the long-term financial sustainability of the museum through the application of sound management principles and policies.

Responsible to: Executive Director

The following posts report to the Operations Manager: Events Assistants, Visitor Services Assistants and Café licence holder (outsourced)

Financial Management: The post holder is expected to work within our financial procedures in relation to budgets for operations

Key Accountabilities

- Ensure that in all activities under their control are compliant with all relevant legal provisions and best practices.
- Manage, apply, and ensure compliance with the Financial Procedures of the Society.
- Develop and grow the commercial activity across the Museum & Art Gallery.
- Support the Executive Director to plan and develop Business Plans to ensure the long-term sustainability of the museum.
- Act as Head of Operations, and line manager for Visitor Services and Events staff, including both staff and volunteers as well as main liaison for the café licence holder.

Main Duties

- Line management of all Visitor Services and Events staff and volunteers, to include recruitment, appraisals, and disciplinary and performance issues. This includes planning and monitoring staff and volunteer work programmes, setting targets to implement objectives and ensuring suitable training to enable effective attainment.
- Ensure compliance with all legislation related to catering operations as well as HR and finance.
- Support the Executive Director with the preparation and submission of the annual business plan and budget, with assistance provided by the Finance Manager.
- Attend meetings of the Finance Committee and Board of Trustees to report on an adhoc basis subject to agendas.
- Implement and monitor the annual business plan and budget in line with the Society's financial practices and procedures, ensuring appropriate controls of expenditure are maintained and income targets met.
- Conduct an annual review of all contracts relating to retail, catering and events.

- Oversee the day-to-day operations of the Museum & Art Gallery, including responsibility for the safety and well-being of staff and volunteers.
- Sit on the Senior Management Team and attend meetings as required.

Person Specification

- Minimum A level education, preferably with a relevant (business studies, hospitality or equivalent) degree or equivalent experience
- Minimum five years' experience of financial processing and reporting
- Experience of budget planning and implementation
- Experience of running operations withing a business or arts/culture/heritage charity with commercial activity
- Experience of managing front of house teams that include engagement with the public and customer service provision
- Demonstrable ability to hit targets and achieve KPIs
- Previous experience in a relevant senior management role
- Proven experience in staff management
- Excellent communication skills, both verbal and in writing including reporting
- A creative approach to problem solving
- Proven ability to work in a team in a hands on environment
- Ability to work successfully to deadlines
- ECDL or equivalent