

The image features a solid blue background. In the top-left and bottom-right corners, there are decorative clusters of white geometric shapes, including circles, squares, triangles, and lines, some of which are arranged in a circular pattern.

**EUREKA!**  
SCIENCE +  
DISCOVERY



# Operations Director, Eureka! Science + Discovery October 2021

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Thank you for your interest in Eureka!

This job pack provides everything you need to know to apply for this role and what it means to be part of the team at Eureka!

In this pack you'll find:

- Who we are
- Our values
- Information about Eureka! The National Children's Museum, and Eureka! Science + Discovery
- The role profile and person specification
- Our approach to equality and diversity

## Who we are

Eureka! is a well known and well-loved family and children's visitor attraction in the north of England. We are 30 years old in 2022, and at a pivotal moment in the history of our organisation.

In 2022 we will open a brand-new Eureka! visitor attraction in Wirral. Eureka! Science + Discovery will be a high-profile addition to the exciting cultural landscape of the Liverpool City Region, a crucial element in the regeneration of the left bank of the River Mersey, and the only Science and Discovery centre specifically for children and young people aged 6 - 14 in the UK.

Our new science and discovery centre will complement Eureka!'s National Children's Museum located in Halifax, West Yorkshire. The National Children's Museum remains the UK's *only* dedicated children's museum – an interactive hands-on experience specifically for children aged 0 – 11.

Eureka! is an independent and self-sufficient educational charity which relies on earned revenue primarily from admissions to sustain operations and ensure families from all backgrounds can benefit from the play and learning opportunities offered.





## Our Values

Our values make us who we are and inform the way we work. We wouldn't compromise them under any circumstances because they're the building blocks of our brand.

- We are **captivating**

Eureka! exists to capture children's and young people's imaginations, inspiring them to learn, develop and grow in confidence within a playful, engaging and thought-provoking space.

- We are **involving**

Eureka! is for everyone. Every community, every family and every child and young person – regardless of background or ability – is invited to spend time discovering and learning in a nurturing yet challenging environment.

- We are **expert**

Our collective knowledge of children's development, play and discovery-based learning and exhibition design combined with an active co-creation process results in rich and meaningful experiences grounded in solid research and contemporary approaches.

- We are **pioneering**

Eureka! was the UK's first children's museum and set the gold standard for playful learning experiences in museums and galleries throughout the country. We continue to sustain this approach, looking to the future, taking risks and always being one step ahead of the sector.

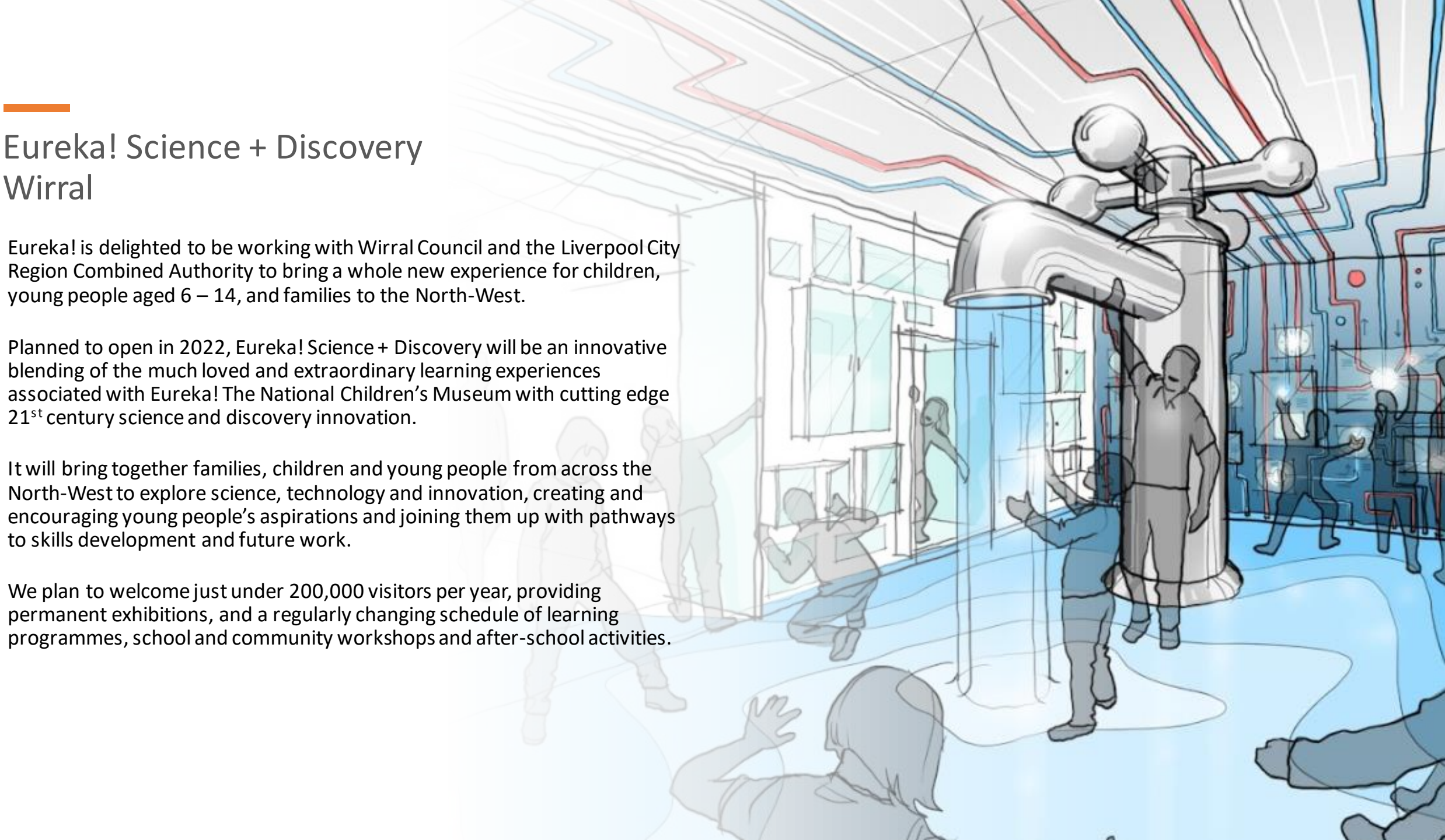
# Eureka! Science + Discovery Wirral


Eureka! is delighted to be working with Wirral Council and the Liverpool City Region Combined Authority to bring a whole new experience for children, young people aged 6 – 14, and families to the North-West.

Planned to open in 2022, Eureka! Science + Discovery will be an innovative blending of the much loved and extraordinary learning experiences associated with Eureka! The National Children's Museum with cutting edge 21<sup>st</sup> century science and discovery innovation.

It will bring together families, children and young people from across the North-West to explore science, technology and innovation, creating and encouraging young people's aspirations and joining them up with pathways to skills development and future work.

We plan to welcome just under 200,000 visitors per year, providing permanent exhibitions, and a regularly changing schedule of learning programmes, school and community workshops and after-school activities.





## Eureka! The National Children's Museum Halifax

Eureka! isn't like other museums.

At Eureka! The National Children's Museum nothing is behind a glass cabinet. It's the only fully interactive museum totally dedicated to children aged 0-11 anywhere in the UK.

Situated in Halifax, West Yorkshire, Eureka! has over 400 interactive, hands-on exhibits designed to inspire enquiring minds to find out about themselves and the world around them. There are six unique zones, each with a different theme to explore.

Since 1992, Eureka! the National Children's Museum has welcomed more than 8m visitors. It has attracted £22m of capital investment, employed more than 2500 people, won 60 local, national, and international awards and changed the face of the sector by spearheading a more immersive and interactive approach to traditional museums throughout Britain.

Moreover, it has created a much loved and well recognised brand in the north of England in the visitor attraction sector.



## Operations Director, Eureka! Science + Discovery

### Role description

Eureka! Science + Discovery's new Operations Director will join us at a very exciting time. Reporting to the Chief Executive based in Halifax, the Operations Director will be responsible for working alongside the Development Project Team and the Facilities Manager to ensure Eureka! Science + Discovery is ready to open to the public in Autumn 2022.

Post launch the Operations Director will ensure that the day-to-day operations of Eureka! Science + Discovery meet the expectations of the Eureka! board, visitors, staff and other stakeholders.

This is a wide-ranging role requiring someone with experience in the visitor attractions sector or similar.

A young girl and a young boy are wearing large headphones and interacting with a large, dark, interactive display in a museum or gallery setting. The girl is on the left, gesturing with her hands, and the boy is on the right, also gesturing. The background is dark and out of focus, showing other museum exhibits.

## Principal Responsibilities

### Site and Facilities

Lead in the development and delivery of a Site and Facilities team and oversee daily operations by:

- Leading the recruitment and line management of a new Facilities team
- Work with the Facilities Manager to ensure integration of working practices and procedures with Merseytravel staff, their contractors and the other Seacombe ferry terminal stakeholders
- Manage the implementation of relevant policies and procedures in the management of risk
- Develop and implement a site security plan and a sustainability plan for the estate
- Ensuring the Site and Facilities Management activities deliver effective operations with Visitor Services
- Work with the team to provide an excellent visitor experience, including maintaining exhibitions, exhibits, graphics and resources
- Work with other departments to ensure that IT systems and equipment are meeting organisational needs.
- Managing the day-to-day relationship with Merseytravel and the Seacombe Ferry Terminal stakeholders

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## Principal Responsibilities

### Visitor Services

Lead in the development and delivery of a Visitor Experience team and oversee daily operations by:

- Leading the recruitment of a new Visitor Experience team
- Ensuring all visitor services and technical functions are integrated
- Ensure that appropriate systems for visitor feedback and evaluation are in place
- Report to the Senior Leadership Team about day-to-day operations and develop plans to address issues.
- Ensure that catering services support the visitor experience and are compliant with all health, safety and food hygiene standards





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## Principal Responsibilities

### Financial Management

- Develop operational budgets with Finance and Resource Director to ensure long term sustainability of the attraction
- Ensure effective management of all existing income streams, while seeking to identify any potential new income streams
- Manage costs effectively, ensuring value-for-money while maintaining an optimum visitor experience
- Oversee negotiations and relationships with relevant contractors and suppliers
- Assess any capital requirements and liaise with CEO and Senior Leadership Team to identify funding sources

### Health and Safety

- Ensure that all operations, programmes, activities, and events are conducted in line with Health and Safety policies and guidelines
- Ensure risk assessments are carried out and are agreed, where necessary with Merseytravel
- Oversee all Health and Safety management with the Facilities Manager
- Ensure that safeguarding policies and procedures are communicated and implemented in line with organisational procedures.

## Operations Director person specification

We're looking for someone who has;

- The same level of passion and commitment as the Eureka! staff to the work that we do and the attractions we run
- An abundance of energy and a commitment to achieve ambitious outcomes
- Strong relationship building and communication skills
- An ability to foster and role model an inclusive and collaborative team environment
- Experience of successfully leading operations in similar environments
- Experience of managing multiple stakeholder relationships, including contractors and suppliers
- Proven leadership, management, communication and financial management skills
- Ability to remain calm under pressure, direct resources effectively, juggle plates and think creatively
- Strong appreciation of health, safety, safeguarding and environmental issues
- Educated to degree level (or equivalent) in a relevant area (desirable but not essential)
- A sense of fun and a playful approach

## Additional Information

Job Title:	Operations Director, Eureka! Science + Discovery
Reports to:	Chief Executive, Eureka! based in Halifax, West Yorkshire
Line management of:	Head of Visitor Services Facilities Manager Food Services Manager/Contract Catering Manager (tbc)
Remuneration:	£50-60K depending on experience, plus 5% company pension
Contract:	Permanent, with 6 month probationary period
Location:	Eureka! Science + Discovery, Wallasey CH44 6NR
Special features:	Undertaking Duty Management of the museum as required Regular weekend, Bank Holiday and evening work as required Eureka! support staff through all aspects of work and personal life via our free and confidential Employee Assistance Programme run by AXA

# Process and interview dates

To apply, please send your current CV and a covering letter to [jobs@eureka.org.uk](mailto:jobs@eureka.org.uk).

In the cover letter please include detail on the points below:

- What you could bring to Eureka!
- How you meet the person specification

If you would like to discuss this opportunity with us please contact our HR Manager Sarah Lister on [sarah.lister@eureka.org.uk](mailto:sarah.lister@eureka.org.uk)

- Closing date for applications
- Shortlisting and invitation to interview
- Interview dates

21<sup>st</sup> November  
w/c 22<sup>nd</sup> November  
w/c 29<sup>th</sup> November



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the national children's museum •

