**Job Description**

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| **Job Title:** | Assistant Director Visitor and Site Operations | **Date Reviewed:** March 2019 |
| **Reports to:** | Operations and Projects Director | |
| **Responsible for:** | Head of Visitor Services, Facilities Manager, Food Services Manager | |
| **Principally relates to:** | Operations and Projects Director, Head of Visitor Services, Facilities Manager, Food Services Manager, Senior Leadership Team, H&S Committee, internal and external stakeholders, contractors and suppliers, advisory bodies and statutory authorities. | |
| **Purpose of the role:** | To manage and deliver high standards in a safe and effective manner across all aspects of the day-to-day operations of Eureka! including site and facilities, visitor services and food services. | |

**Main Areas of responsibility**:

**Visitor Service Experience**

* Lead in the delivery of an excellent visitor experience by ensuring that: -
  + - Front-of-house day-to-day operations on-site and off-site function smoothly
    - Visitor services work closely with Facilities Management, Play and Learning, Marketing and Development and associated programming to deliver an integrated schedule which enhances the visitor experience
    - Gallery spaces and programmes are effectively staffed at all times
    - Exhibitions, exhibits, graphics and resources are updated and maintained as required
    - Customer service is consistently delivered to a high standard which exceeds expectations
    - Museum functions work together effectively to support a positive overall visitor experience that reflects the organisational aims and objectives
* Costs are managed effectively, ensuring maximum value for money and optimum visitor experience
* Ensure that appropriate systems for evaluation and customer feedback are in place and that staff track, monitor and respond; to report to the Senior Leadership Team on feedback and, in conjunction with relevant staff, develop plans to address any issues and inform future plans.

# **Site and Facilities**

* Lead the management of Facilities Management team to ensure that:
  + The site and its hard and soft Facilities Management activities are maintained and developed in a safe and efficient manner to effectively deliver the organisational aims and objectives and ensure that resources are deployed effectively.
  + Work with the Facilities Manager, the Head of Visitor Services and the rest of the site team to ensure the day-today operations on-site and off-site functions smoothly
* Manage the implementation of relevant policies and procedure and management of risk
* Manage costs effectively, ensuring value for money and optimum visitor experience
* Ensure that planned changes, new temporary exhibitions, new exhibits and permanent exhibitions etc. are implemented in a timely and effective manner through co-ordinating the work of the relevant team members across the Operations and Projects team
* Work with the Finance and Resource Director and Facilities Manager to ensure that IT systems and equipment are operating effectively to meet organisational needs and support the Finance & Resource Director in the development of the IT strategy and planning processes with the IT services provider and across all departments.
* Develop and implement a site security plan for the estate which is supported by a strategy to mitigate the risks associated with the current threats identified
* Develop and implement a sustainability plan for the estate which is supported by a business plan and / or fundraising feasibility plan for major capital requirements

**Food Services Experience**

* Ensure that catering services add value to the visitor experience and maximise revenue opportunities
* Ensure that Food Services provides a consistently high standard of service and is, as a minimum, compliant with health, safety and food hygiene standards
* Costs are managed effectively, ensuring maximum value for money and optimum visitor experience

**Staff management and development**

* Manage reporting staff ensuring that they and their staff are appropriately trained, developed and motivated to enable them to support the broader strategic aims and objectives of the organisation
* Ensure staff resources, including their skills and abilities, are deployed for optimum performance.
* By example, encourage the development of a leadership style that seeks out the benefits of collaborative action whilst emphasising the importance of individual accountability.
* Foster open and effective communication amongst and across staff.

**Financial Management**

* Develop, manage and monitor budgets ensuring maximum return on expenditure.
* Ensure that cafe sales and income streams are maximised and that site overheads are managed effectively and in the most economical way. Liaise closely with the Commercial Manager, Head of Marketing and the Finance and Resources Director.
* Oversee negotiations and relationships with relevant contractors and suppliers.

**Health and Safety**

* Ensure that all operations, programmes, activities and events are developed and conducted in line with Health and Safety guidelines, ensuring that any necessary risk assessments are carried out as required.
* Oversee all Health and Safety procedures so that risks to the Health and Safety of staff and visitors are minimised.
* Ensure that safeguarding policies and procedures are communicated and implemented in line with organisational aims and objectives

# **General**

* Foster and maintain excellent relationships internally and with external organisations
* Demonstrate a positive presence within the Museum
* Any other duties as may be reasonably expected of a Head of Operations.

## Special features

* Undertaking Duty Management of the museum as required
* Weekend, Bank Holiday and evening work required

## Details of Education and qualifications

* Educated to degree level (or equivalent) desirable in a relevant area

## Details of special skills/experience/aptitudes needed

* Experience of successfully leading operations in similar environments
* Proven leadership and management capabilities at a senior level
* The ability to lead and direct diverse teams, sometimes with conflicting priorities
* Strong financial management awareness, commercial acumen and proven track record in successfully managing budgets
* Strong customer focus, with excellent interpersonal and communication skills at all levels
* Ability to remain calm under pressure, direct resources effectively and think creatively
* Strong appreciation of Health, Safety and Environmental issues and site services requirements
* Professional attitude and demeanour and a passion for performance excellence