# Head of Operations

6 month contract from September 2021 (parental leave cover)

35 hours a week including 1 weekend day

£30,000 p.a.

**Role Profile**

We are looking for an exceptional and inspiring operational leader to oversee our team of Visitor Assistants, Casual Visitor Assistants, and a committed team of volunteers. Having reopened after prolonged periods of closure, it is an exciting time to join Sir John Soane’s Museum. As the the post holder will be joining in a time of flux, they will have the opportunity to assist in making operational changes, working on new ventures, collaborations and ensuring that the museum is financially resilient for the next financial year.

In the coming months we will be implementing our new strategic 3-year plan. That plan depends for its success on strong operations, so that our visitor services and volunteer teams are deployed effectively and motivated to deliver an outstanding experience to our visitors, while maximising our commercial revenue opportunities appropriately.

**Major Responsibilities**

**Visitor Experience & Operations**

* Lead and develop the team to ensure we continue to deliver a world class visitor experience and continuing to embed a strong culture of customer service across our visitor services and volunteer team.
* Lead the development of the operational strategy working with the Visitor Services Managers to support all our activities from daily opening to commercial operations, cultivation events and the learning programme.
* Continually review and optimise our resourcing strategies to support our daily opening and out of hours events, and ensure we have the right tools in place to manage this effectively, efficiently and to budget.
* Work with the Visitor Services Managers to ensure the presentable appearance of the exterior and interior of museum, circulation flow, signage and wayfinding.
* Continue to establish a culture of gentle upselling across the visitor contact points working closely with the Buying and Retail Manager. Our objectives are to continue to grow our front door sales, ticketed events and donations.
* Regularly benchmark our service levels against relevant, existing offers. Ensure best practice learnings are captured and implemented.
* Responsible for ensuring visitor feedback is captured and analysed with the Director of Commercial & Operations. Maintain visitor data at all times and ensure GDPR compliance.
* Managing visitor feedback, especially customer complaints.
* Support the Commercial Events Manager in reviewing and managing our third-party suppliers, ensuring they are fully compliant with our protocols e.g. approved caterers, florists etc.
* Develop knowledge of the collection so that you are able to deliver the visitor experience e.g. daily tours.
* Duty Manager in the evenings and one day per weekend.

**Volunteer programme**

* Working with the Volunteer Manager to continue to develop our volunteer programme to deliver against both our visitor service objectives and our ambition to reach out to new audiences and support skills development in the wider community.
* Ensure the work of the visitor services and office-based volunteers is supported, recognised and rewarded. Help embed a culture of close working with volunteers and ensure their contributions are seen and valued by the organisation.

**Conservation, facilities & security**

* Work closely with the Visitor Services Managers and Assistant Conservator to support the conservation maintenance cleaning of the collection.
* Work closely with the House and Facilities Manager to ensure the visitor services and volunteer teams are fully trained in our health & safety and vitally our security procedures and protocols.
* Deputise for the House and Facilities Manager where needed.

**IT and systems**

* Manage the third-party IT Support Service organisation (currently Correct Group) to:
  + Support the organisation with the agreed service level agreements
  + Manage any incidents
  + Implement new systems and updates to existing systems in a managed and responsible manner based on SJSM priorities
  + Run Service Review meeting regularly to measure and agree actions for continuous improvement
* Develop, implement and monitor policies and procedures that will continue to reduce any information technology risks, existing or newly identified
* Ensure security and integrity of data, network access and backup systems
* Manage an annual review of the IT infrastructure and applications with the Senior Management Team and Application Owners. Ensure the strategy is still fit for service and meets the Museum’s overarching objectives. Support the Application Owners where necessary.
* Define, review and manage the annual IT budget and ensure cost effectiveness of procurement in conjunction with the third-party IT Support Service organisation

Reporting lines & team structure

* Reports to the Director of Commercial and Operations

Direct Reports:

* 2 x Visitor Services Managers and 1 x Volunteer Manager

Responsible for:

* A team of 7 x FTE Visitor Assistants and 7 x PT Visitor Assistants, 20 casual staff and a team of 40 to 50 active volunteers.

**Person Specification**

Essential Skills and Experience

* Experience of working in a customer facing environment at a senior manager level, historic house and Museum experience would be beneficial
* Evidenced track record of improving customer service levels and ensuring a high delivery standard
* Experienced operational manager with line management responsibilities
* Ability to write and present strategic reports
* Solution focussed approach to problems
* Familiarity with event platforms and ticketing systems
* Excellent financial management and IT skills
* Excellent communication and people management skill
* Past experience of supporting a team of volunteers and an understanding of best practice

Desirable Experience

* Experience of managing a third party IT provider
* Experience of event development and management
* Some familiarity with conservation cleaning and facilities management
* Some commercial experience

**Contracted hours**

35 hours over 5 days, working days will include evenings and one weekend day

**To apply** for the role please submit your CV with a covering letter which addresses the role profile and person specification by email to [recruitment@soane.org.uk](mailto:recruitment@soane.org.uk)

Deadline for applications is **9.a.m Tuesday 13 July 2021**

Interview date **21 July 2021**