

Role profile

Job Title:	Community Manager (Maternity Cover)
Locations:	Westbury Manor Museum, Bursledon Windmill and Eastleigh Museum
Line Manager:	Head of Community
Line Manager to:	5 Direct Reports
Matrix Team:	Venue Managers - Cultural Hubs Community Programme Coordinators

Purpose of role:

To champion and develop the venue as a cultural asset at the heart of the community. To manage the operation of the venue(s), its resources and facilities to achieve the trust's social impact objective of changing lives in the community through dynamic cultural programmes and opportunities. To create a positive customer experience that exceeds visitor expectations and achieves agreed financial targets.

Main Responsibilities:

1. To provide leadership and management of the venue, its resources and facilities as a community asset within a sustainable business framework.
2. To develop a robust business plan for the development of the venue as a base for viable community outreach initiatives and commercial activities.
3. To develop and implement a dynamic cultural programme; applying and gaining grant funding where necessary to support positive social outcomes in the locality.
4. To develop and sustain positive links with relevant external stakeholders, specialist groups and partners maintaining support, commitment and funding where applicable.
5. To contribute to the development and management of new exhibition and arts programmes.
6. To identify, develop and manage commercial opportunities for income generation where applicable; including, retail, food and beverage, event hire etc.
7. To manage the venue budget and ensure implementation of relevant financial, data and other regulatory controls and procedures in line with HCT policy.
8. To ensure the venue team(s) is/are focused to deliver a positive visitor experience utilizing the appropriate skills of volunteers to enhance this.
9. To recruit, induct, train, develop and performance manage members of the team.
10. To lead the team and ensure the values and culture of the trust are fully embedded in everyday activities.
11. To review working processes and create and implement changes which improve the customer experience.

12. To undertake research and evaluation of the social impact initiatives.
13. To take lead at their venue to ensure collections and displays are maintained to the highest standards.
14. To ensure building protocols and standards are met and maintained providing a safe working and visiting environment.

Other duties

- To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder will also share responsibility on a rostered system to be the first responder in the event of an alarm or other emergency outside opening hours.

Corporate and statutory initiatives - equalities/health and safety/environmental sustainability

- Maintain an awareness of and comply with Hampshire Cultural Trust policies and apply them to the day-to-day operation to ensure its legal and statutory obligations are met.
- Comply with health and safety, equalities and environmental sustainability guidance and working practices.
- Undertake appropriate training and development.
- To maintain Accreditation status in community museums according to the requirements of the MFA concerning impact, access, governance and collections.

Key competencies of role:

- 1.2 Leading and Supervising
- 2.1 Working with People
- 3.1 Relating and Networking
- 4.1 Writing and Reporting
- 6.1 Planning and Organising
- 6.2 Delivering Results and Meeting Customer Expectations

Person Specification (competence requirement):**1. Essential qualifications**

- Degree in relevant subject or proven expertise in a similar environment

2. Essential knowledge/skill/experience

- Demonstrable experience of managing a customer facing business, venue or significant project
- Experience of working with communities to achieve positive social impact
- Performance management of staff, volunteers and resources

3. May also include development/desirable requirements – qualifications, skills, knowledge, experience

- Professional qualification in tourism/arts/heritage discipline or equivalent
- Management qualification at Level 5

Working conditions:

The following section provides an outline of the working conditions that may be encountered in this role.

- Moving objects up to 5kg, infrequently.
- Use of Display Screen Equipment
- Food Handling
- Use of own vehicle for work purposes.
- COSHH Hazards – may come into contact with the following chemical hazards
 - Household cleaning chemicals.