

Role profile

Job Title	Operations Manager, Milestones and Basing House
Location	Milestones Museum and Basing House, Basingstoke
Line Manager	Director, Milestones and Basing House
Line Manager to	12 Direct Reports

Purpose of role:

Lead and manage the operational resources and facilities to maximise the commercial impact, visitor experience and financial targets in line with the trust's objectives and the strategy for the venues. To be accountable for the development of the venues as a commercial enterprise. To develop and maintain high levels of customer experience and satisfaction. To ensure that all building and facilities are properly maintained and secure.

Main Responsibilities:

1. To work with the Museum Director to develop and deliver a profitable business plan which permits growth and development of the customer experience and income generation.
2. To establish effective systems and controls, to be responsible for reporting on regular business plan, KPIs and financial reviews, direct appropriate action when required.
3. To review working processes and create and implement changes which improve the customer experience.
4. To provide operational management and leadership of resources and facilities in line with the business plan; to meet all KPIs.
5. To lead a culture of excellent customer experience working with colleagues to ensure events and programmes are implemented to the highest standards and within operating budget.
6. To manage operations teams, ensuring they are enabled and accountable for the effective allocation of resources.
7. To successfully lead and develop the team of operations volunteers ensuring effective communication and training.
8. To plan resources to maximise operational effectiveness; organise teams to meet key timelines and project plans.
9. To be responsible for the operational team, on-site contractors and facilities within venue projects, to act as part of a projects team as directed.
10. To prepare and maintains the fixed asset register for the venues.

11. To ensure licensing legislation and other standards are consistently met.
12. To lead, manage and develop the Duty Managers and Team Members (Catering, Retail, Events, Front and Back of House - Duty Management at Milestones Museum and Basing House).
13. To analyse data and provide (monthly) narrative and financial reports and proposals to the Museum Director.
14. To focus on results and outcomes.
15. To be a supportive and active member of the team delivering the customer experience.
16. To identify and manage risks which would adversely affect the delivery of the service, to take responsibility for ensuring all actions taken to mitigate this risk are compliant with relevant legislation and trust rules.
17. To contribute to the promotion and development of sound environmental practices to meet energy reduction targets.
18. Be responsible for adherence to HSE and Safeguarding policies their application as applicable to the venues and service provision/posts within.
19. To ensure standards are met and maintained, providing a safe working and visitor 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 must be willing to undertake duties outside normal working hours.
- 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.
- Post is subject to an Enhanced DBS check.

Key competencies of role:

- 1.2 Leading and Supervising
- 2.1 Working with People
- 4.3 Analysing

- 6.1 Planning and Organising
- 6.2 Delivering Results and Meeting Customer Expectations
- 7.1 Adapting and Responding to Change

Person Specification (competence requirement):

1. Essential qualifications
 - Degree or proven expertise in a similar environment
2. Essential knowledge/skill/experience
 - Experience of operational management and resources within the heritage or service sector.
 - Demonstrable record of managing a customer facing team.
 - Experience of successful facilities and project management.
 - Good knowledge of health and safety requirements including catering outlets.
 - Experience of assessing and managing risk.
 - Good IT skills (Microsoft office suite).
 - Attention to detail.
 - Time management: ability to handle a complex and varied workload with differing priorities.
3. May also include development/desirable requirements – qualifications, skills, knowledge, experience
 - Professional qualification in tourism/arts/heritage/museum 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.

- Manual Handling of objects of weight 10kg on an occasional basis
- Using Display Screen Equipment – Desktop PC and laptop
- Food Handling
- Lone Working
- Outdoor Work
- Driving own vehicle for work purposes