** Job Description:**

**Assistant Site Manager**

**Museum of Making**

**Job reference DM/ASM/JD/2021**

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| **Reports to** | Head of Visitor Experience |
| **Salary scale** | Scale 4 |
| **Salary** | 18,401 – 20,507 pro rata |
| **Hours** | 18 hours per week Contract  Friday 3.45 – 7.15 = 3.5 hours  Saturday 9.00 – 5.15 = 7.75 hours  Sunday 9.00 – 4.15 = 6.75 hours |
| **Contract** | Permanent |

**Job Purpose**

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| * To provide inspiring leadership for an integrated team comprising of Visitor Experience Assistants, Workshop Supervisors, retail, catering and volunteers (the Visitor Experience Team) to deliver an exceptional, enjoyable and engaging experience for all visitors to the Museum of Making * To ensure conversation and personal interaction is at the centre of the visitor experience and that access to collections is both inviting and illuminating. * To ensure all areas of the Museum of Making are maintained and presented to a high standard. In addition, organise cleaning and staffing rotas and provide cover and security as required for the hours of operation. * To drive the increase of revenue and donations through retail, catering, exhibition ticketing, donations, gift aid, membership schemes and other commercial activities. * To take a lead for the day-to-day responsibility for all aspects of public and asset safety and security and visitor care during opening hours and management control of building/site wide incidents and emergencies, securing and alarming the building at the end of each day. |

**Reporting**

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| **Reports to:** | Visitor Experience manager (MOM) |
| **Responsible for:** | Visitor Experience Assistants, Workshop Supervisors, Volunteers, students, work placements and contractors on site. |

**Specific Responsibilities**

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| 1. Work as part of a team of Site Managers across Derby Museums to ensure a world class visitor and leaning experience is delivered to all. 2. Provide effective leadership and motivation of the Visitor Experience Team to ensure maximum performance. Also encourage the team to contribute ideas and provide feedback to support and sustain good team morale. 3. Be a ‘Visitor Champion’ and proactively deal with comments or complaints as they arise and investigate issues thoroughly, suggest appropriate solutions and improvements to delivery in consultation with the Site Manager (MOM) and Head of Visitor Experience. 4. Work collaboratively with Collections, Projects and Programming, Catering and Commercial Operations to help manage and deliver events and activities, ensuring maximum audience engagement and a seamless visitor experience at Derby Museums. 5. Deliver inspiring and informative daily briefings to the VET, ensuring accuracy of updates for events, opportunities and general visitor information and guarantee effective team communication. 6. Lead the team to deliver day-to-day operations including the presentation of the building, visitor flow and assistance, identifying visitor needs, welcome and wayfinding, access and health and safety. This also includes the efficient running of retail, catering and events, dealing with contractors, recording and banking cash. 7. Under the guidance of the Facilities Manager and the Site Manager, take responsibility for on site and workshop health and safety at the Museum of Making ensuring the actions of you and the team are safe, secure and compliant with all relevant legislation and museum policies to minimise risk to public, staff. Volunteers and contractors. 8. Manage and allocate the work of the Visitor Experience Team, ensuring that the team provides effective operational cover and security, including supervision and direction of contractors. Also be proactive in maximising volunteer involvement across all areas of visitor experience to enhance the core offer and ensure they feel fully integrated into the team. 9. When necessary receive, release and collect exhibits and collections using appropriate procedures. 10. Document and record staff absences and keep accurate records of all feedback and collect management information and statistics to prepare/submit documents and records addressing any concerns about H&S or ways to improve the visitor experience. 11. Manage security devices including radio and CCTV equipment and take appropriate and sensible action during emergency situations. Act as a key holder for the museum with responsibility for the security and safety of the building, collections, staff, volunteers, visitors and contractors. Also be part of the on-call rota for emergencies out of operational hours. |

**General Responsibilities**

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| 1. Interact and cooperate with all Trust employees. This will include Managing Individual Performance of assigned staff, volunteers and researchers as appropriate and developing direct reports in line with the Trust’s values and with its Managing Individual Performance scheme. 2. Contribute effectively to the leadership and management of Derby Museums and ensure that the trust is working effectively both internally and with external partners. 3. Ensure that the principles of inclusivity and equality are evident in your behaviour and work with your colleagues, our users and communities. 4. Make best use of technology in the development and delivery of all organisational functions. 5. Prioritise communication and promotion of Derby Museums, its values and its services, utilising all relevant channels including social media. 6. Work at times and occasions appropriate to the needs and leisure times of visitors. 7. Actively participate in the wider life of Derby Museums contributing to inter-disciplinary teamwork and projects, updating systems and processes and undertaking other duties as requested. 8. Be responsible for your own personal & professional development, ensuring compliance with all Trust policies including Customer Care, the Health and Safety at Work Act 1974, the Trust’s health, safety and security arrangements plus Financial and Procurement Standing Orders. |

**FOR COMPLETION BY SUCCESSFUL CANDIDATE**

I acknowledge that I have received a copy of this job description and accept that the responsibilities of the post are as indicated.

Signature........................................................... Date..................................

Date created / updated

**Person Specification:**

**Assistant Site Manager (Museum of Making)**

Short-listing and selection will be based on the criteria set out here. Do make sure that your application fully demonstrates how you satisfy the points listed, drawing on your personal and work experience, education and training.

| **Qualities** | **Essential (E)**  **Desirable (D)** | **Identified by:**  Application (A), Interview (I), Test (T) |
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| **1. Core Competencies** | | |
| Ability to give leadership to your team, based on organisational vision and values | E | A I |
| Effectively plan for and manage high performance | E | A I |
| Display high levels of enthusiasm and commitment | E | A I |
| Engage and communicate effectively at all levels | E | A I |
| Strong organisational skills | E | A I |
| Effectively foster learning and continuous improvement | E | A I |
| Focus on the needs of customers | E | A I |
| **2. Job specific skills and experience** | | |
| To have successfully managed a team | E | A I |
| Experience of working with the public and having a genuine passion for people | E | A I |
| Experience of working within a visitor attraction/ heritage site /customer care environment. | E | A I |
| Practical working knowledge of Health & Safety legislation and its implementation in a visitor focussed environment | E | AI |
| Experience of duty and incident management, leading emergency procedures in a public environment whilst remaining calm and confident under pressure | E | AI |
| To have overseen the work of volunteers and work placements | D | A I |
| **3. Generic Skills and experience** | | |
| Excellent communication and interpersonal skills, both written and verbal | E | A I |
| Understanding of the different needs of visitors to Derby Museums | E | A I |
| Experience of delivering welcome talks and tours to a high standard and to a diverse range of audiences | D | A I |
| Experience of providing excellent customer service and developing this within the team | E | A I |
| Experience of growing a business through commercial activity | D | A I |
| Experience of managing sites, maintaining and presenting buildings and equipment to be fit and safe for public use | E | A I |
| **3. Qualifications** |  |  |
| Management training and other evidence of continuous personal development | E | A |
| **4. Equalities** | | |
| Promote understanding of the benefits of diversity and demonstrate how you promote equality of opportunity. | E | A |

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| **How is your information used?**  **Derby Museum Employees: -**  We may use your information to: fulfil our obligations under your contract of employment with us and any associated Derby City Council employment policies. This includes sharing your information with Government bodies as required by law, such as providing tax information to H M Revenue and Customs and salary information to the Court Service. This is to help us pay you correctly including sharing information about your pay and employment with other relevant bodies such as pension administrators, union bodies and employee benefits providers. This would include sharing relevant information with external training providers in support of your apprenticeship and personal development.  Any information we provide for equality statistics will be anonymised.  **Candidates: -**  Personal data such as full name, date of birth, address and National Insurance number is collected to allow us to feed your information into our HR/Payroll system should your application be successful. Other information such as employment history, duties and qualifications is collected to assess your suitability for the role, and to undertake pre-employment checks should your application be successful. Equalities data is also collected to allow for the completion of anonymised statutory returns and to inform any future recruitment campaigns.  **Who has access to your information?**  We may share your information with:   * Council Departments, Managers, and Internal Audit, to ensure we meet our statutory and contractual duties. This would exclude equalities data which is only accessible by HR colleagues. * External organisation’s such as; H M Revenue & Customs, Disclosure and Barring Service, H M Court Service, Police Authority, Department for Education, Department of Work and Pensions, Pensions Administrators (Derbyshire Pension Fund for Local Government Pension Scheme, and Royal London), voluntary payroll deductions, external auditors, Payroll/HR software providers, external organisation linked to TUPE legislation. This is for the purposes allowed by law as well as provision of information to pension administrators and other third parties payroll deduction where you are a member. These third parties include Government Departments, other Local Authorities and private sector companies, as allowed by law. This would include sharing relevant information with external training providers supporting your personal development or apprenticeship.   For further information about how your personal information will be used, please visit [www.derby.gov.uk](http://www.derby.gov.uk) where you can see a full copy of our Privacy Notice. Alternatively you can request a hard copy from Human Resources, Derby City Council, Corporation Street, Derby, DE1 2FS or [StrategicHR@derby.gov.uk](mailto:StrategicHR@derby.gov.uk) |