

Role Profile

This section provides key information relating to the role

Job Title:	Museum Services Manager		
Post No:	P00800	Grade:	J
Team:	Leisure, Community & Cultural Services	Location:	Mill Green Museum
Responsible to:	Assistant Director, Leisure, Community & Cultural Services		
Responsible for:	Staff and Volunteers		

Overall job purpose:

To ensure the effective and efficient management of the Welwyn Hatfield Museum Service. This includes all facilities at the Mill Green Museum, Mill Green Mill, and the Welwyn Roman Baths ensuring compliance with relevant legislation, regulations and policies including but not limited to health and safety, child protection and safeguarding, risk management, licensing and financial controls.

Full responsibility for development and production of engaging, inclusive, safe and welcoming exhibitions, public and learning programmes at the Museum and Roman Baths, co-created with partners, local creatives and communities.

To lead and manage the exhibition, public programme and learning team ensuring high standard of customer care and quality service is maintained for all visitors at all times.

Key areas of focus:

1.	To create, develop and produce high quality, safe and welcoming exhibitions, arts, cultural, heritage activities, events and learning programmes that meet the needs of the local community
2.	Manage and motivate a team of full and part time employees, freelance assistants, and volunteers. This includes their recruitment, DBS checks, induction, appraisals, training, and performance management
3.	To co-ordinate the work of all volunteers and contractors to ensure that the service's buildings, gardens, and grounds are kept clean and maintained to a high standard
4.	To create and build strong local and regional partnerships to facilitate delivery and promotion of high-quality inclusive activities and events.
5.	To prepare and produce reports for Senior Officers and Councillors and to be responsible for collecting, monitoring and reporting performance, financial and customer satisfaction data.

6.	To identify and agree and deliver any large capital projects and identify potential sources of funding both internally and externally.
7.	To generate income from grants, service activities and events to meet agreed targets
8.	To prepare, monitor and manage capital and revenue service budgets (including fees and charges) in association with the Management Accountant and Assistant Director.
9.	Work with Communications and marketing team to contribute to marketing and promotion of the facilities, activities and events
10.	To maintain a good working relationship with the friends of Welwyn Hatfield Museums and the Mill Green Renewable Energy Trust to assist in furthering the interests of the Museum Service
11.	To be available to work evenings, weekends and bank holidays as part of a rota system to support the Museum Service's annual programme of activities and events
11.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
12.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
13.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Degree or equivalent or vocational qualification in relevant subject or area Evidence of Continuous Professional Development	x		AP
Experience of working in a Museum Service including staff management	x		AP/IN
Experience of Curatorial Services		x	AP/IN
Experience of budget management	x		AP/IN
Experience of organising a diverse range of activities and events programmes	x		AP/AS/IN

Experience of secondary spend opportunities		x	AP/AS/IN
Experience of performance reporting and budget monitoring	x		AP/IN
Knowledge			
Knowledge and understanding of local arts, culture and heritage issues		x	AP/IN
Knowledge of facility management including health and safety compliance	x		AP/IN
Knowledge and understanding of current equalities and safeguarding responsibilities	x		IN
Understanding of customer care and service quality issues	x		AS/IN
Skills and abilities			
Ability to work without direct supervision and to make decisions on own initiative	x		IN
Ability to prioritise work, co-ordinate activities and meet deadlines	x		IN
Other attributes			
Ability to work evenings, weekends and on bank holidays as required	x		AP
Current driving licence and access to own vehicle	x		AP

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.