CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: PLACE** | **SERVICE GROUP: SPORT & CULTURE** | |
| **POST TITLE: Museum Operations Manager** | **REPORTS TO: Museums & Galleries Manager** | |
| **GRADE: PO2/3** | | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | | | | |
| To act as lead operational contact for Bradford City of Culture programme and partnerships,  providing operational management of Bradford Museums & Galleries Service, maintaining  corporate aims and objectives, organisational values and the objectives of both service  specific and strategic plans.  To ensure the effective management and development of resources responding to service  needs for Bradford City of Culture 2025 partnership agreements and ensuring compliance  with health and safety regulations and adherence to cleanliness, maintenance and security  standards.  To ensure that museum venues offer optimum standards of operational efficiency, customer  service and presentation by delivering an effective, professional facilities management  function, establishing excellent relationships with customers and stakeholders and ensuring  quality customer focused services are delivered within performance and quality targets. | | | | |
| **Main Responsibilities of Post:** | | | | |
| Provide effective and supportive management of the Visitor Services teams during Bradford’s City of Culture 2025 to develop and enhance operational services across all four museums.  Manage Bradford Museums & Galleries’ museums’ buildings, including the security and fire control systems in liaison with Bradford Facilities Management and contractors, ensuring that effective systems are in place for identifying and addressing problems and needs, promptly and efficiently.  Manage the effective operation of all museum buildings, including ticketing for events and ensuring full compliance with legislative, statutory and operational requirements, providing a safe and secure environment for staff, visitors, building users and collections.  Responsible for ensuring a high standard of presentation across museum venues, liaising with the Visitor Services Manager and Site Supervisors to ensure a connected and consistent approach to visitor experience.  In liaison with Facilities Management be responsible for managing budget and resources relating to maintenance, compliancy and repair works.  Ensuring that museums are compliant with health and safety legislation - including general risk assessments and specialist assessments (such as fire, chemicals etc.) are up to date.  Ensure that all contracts have measurable KPIs which are monitored and reported on. Be responsible for negotiating and monitoring contracts with appropriate service providers and contractors to ensure that the museum site is maintained, safe, clean, secure and compliant.  Ensure building structures and services comply with health and safety and other statutory requirements, providing a comprehensive and professional service to visitors and stakeholders according to quality and customer care standards.  Liaising with Bradford District Council Facilities Management team to oversee repairs & maintenance, working closely with the wider council teams and/or external contractors.  Ensure day to day site maintenance is carried out (heating, lighting etc), carrying out routine maintenance checks, resolving faults and issues as they arise and reporting major issues.  Work with Business Support Officer to develop facilities for venue hire and support commercial opportunities. Identifying and implement initiatives that help maximise and support Bradford Museums & Galleries income generation activities, including venue hire, contributing towards development opportunities and funding applications.  To lead on response to emergency situations affecting the site/building/collections at any time. Maintaining business continuity plans, emergency plans and contingency plans for response to major incidents.  To have direct input and support the planning and implementation and review of all infrastructure, operational, and logistical matters with regard to the planning and delivery of major public events and interventions at museum venues.  To manage delegated staff (2) & operational budgets in relation to operational responsibilities.  Safeguard the working environment and resources against theft, vandalism or damage by means of managing risks and the appropriate security systems and procedures ensuring compliance with regulations and represent best industry practice.  Deputise for the Museums & Galleries Manager in his absence on all matters relating to museum operations in accordance with Bradford District Council procedures | | | | |
| **Structure:** Operations Manager would be line managed by the Museums & Galleries  Manager. The Operations Manager would have two direct reports (Visitor Services Manager  PO1, and Volunteer Co-ordinator Band 8)  Operations Manager  Visitor Services Manager (PO1)  Volunteer Coordinator (B8)  Site Supervisors (x2/ B7) | | | | |
| **Special Knowledge Requirement. Will be used for shortlisting.** | | | | |
|  | | | **Essential** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | | |  | |
| Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the postholder is required to meet  the Lower threshold level.  You should be able to demonstrate that you can use a wide range of simple words and a standard English sentence structure to express and maintain a flowing conversation even though you pause to think of the correct words with the ability to express and make yourself understood (this will also be tested during the interview). | | | X | |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of  work | | | X | |
| Uses a range of complex IT packages relating to area of work | | | X | |
| Ability to adopt a process of continual improvement and suggest ways of  working more efficient and effectively to improve service delivery. | | |  | |
| Carries out a variety of working practices, applies complex regulations, rules, procedures and processes across a technical /specialist area | | | X | |
| Able to provide telephone advice and ICT support to end users | | |  | |
| Knows and understands how to use, interpret, handle and communicate, often complex and detailed information, and relay it to service users/stakeholders in writing and/or over the telephone / face to face. | | | X | |
| Demonstrates a high level of numeracy, literacy and accuracy across a range of activities | | | X | |
| **Relevant experience requirement: Will be used for shortlisting** | | | |
| Recent experience of working with external organisations in partnership delivery of public  events. | | | |
| Knowledge and understanding of the operation and maintenance of  historic buildings, art galleries and/or museums | | | |
| Experience of planning maintenance operations with a good understanding of technical aspects of heating, electrical systems, life safety systems and other plant | | | |
| Experience of assessing risk, implementing, and taking responsibility for compliance  issues and regulations (including fire control, health & safety audit, first aid, salvage  plans and emergency evacuation procedures). | | | |
| Experience of applying health and safety working practices, including  risk in own area of work and or across other areas of work. | | | |
| Ability to respond calmly and work under pressure, including confidence  to make decisions and deal immediately with operational challenges and  issues | | | |
| Managing budgets and utilising resources effectively | | | |
| Strong verbal and written communication skills with the ability to  communicate with people effectively and efficiently from all levels in the  organisation and external contractors | | | |
| Ability to manage and support direct reports through regular meetings,  appraisals and clear work programmes, in line with service plans, policies and procedures. | | | |
| Adept at scheduling regular, planned and unforeseen works alongside  wider service delivery | | | |
| Knows how to collect data and evidence and present for reports | | | |
| **Relevant professional qualifications requirement: Will be used for shortlisting** | | | |
| Either H&S / NEBOSH / IOSH Level 4 / Diploma Building Safety Management or equivalent would be desirable | | | |
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| **Core Employee competencies to be used at the interview stage.** | | | |
| **Carries Out Performance Management** | | | |
| Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard. | | | |
| **Communicates Effectively** | | | |
| Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information**.** | | | |
| **Carries Out Effective Decision Making** | | | |
| Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. | | | |
| **Undertakes Structured Problem Solving** **Activity** | | | |
| Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships. | | | |
| **Operates with Dignity and Respect** | | | |
| Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face. | | | |
| **Working Conditions:** | | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | | |
| **Special Conditions:** | | | |
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| **Compiled by: J.Steward**  **Date: 14.03.25** | **Grade Assessment Date:** | **Post Grade:** | |