

MUSEUM OF THE HOME

Job Description

Job title:	Operations Manager
Salary:	£32,000 - £35,000
Reporting line:	Director: Operations and Finance
Working Hours:	35 hours per week to include some weekend/evening work
Responsible for:	Operations Officer, Cleaner, operations and facilities contractors

Job Purpose

The Operations Manager is responsible for management of a broad range of services within the museum that ensure that the building and site are maintained, safe, secure and fit to support the strategy and mission of the museum. The role also leads on emergency and out of hours response.

Main Responsibilities

Contract management

To be responsible for negotiating and monitoring contracts with appropriate service providers to ensure that the museum site is maintained, safe, clean, secure and compliant.

- Ensure that all contracts have measurable KPIs which are monitored and reported on
- Ensure that contracts are appropriately tendered to both provide good value and transparent, compliant procurement
- Ensure that contractors' employment arrangements are in line with the museum's status as a London Living Wage Employer
- Ensure that contractors on site work in a safe and appropriate way
- Manage the Operations budget and ensure good value for money

Operations and Facilities management

To be responsible for the operation and facilities of the site in the broadest sense, including (but not limited to):

- Cleaning of internal and external areas (external in coordination with the Gardening team)
- Waste removal
- Maintenance of the building including mechanical/electrical systems and lifts (reactive and preventative)
- Statutory compliant testing all appropriate systems (i.e. lifts, electrical installation/equipment, lifting equipment, emergency lights, fire alarm systems, intruder alarm systems, water systems etc.)
- Security equipment and service provision (i.e. CCTV, physical security, intruder alarms, monitoring systems for CCTV and intruder alarm out of hours, keyholding and guard provision)
- Safety equipment such as refuge intercoms and evac-chairs (etc.)
- Fire Alarm systems and monitoring
- Hard facilities including boilers, pumps, AHUs etc. and associated BMS

- Utility contracts
- Pest Management
- AV equipment
- Any hardwired telephone systems
- Radio systems throughout the site

Locking, unlocking, and providing duty cover

- Ensuring that the site is unlocked and locked as required and that trained staff are available to respond to in-hours emergencies by controlling a rota of trained staff (and be a participant in the rota)
- Ensure that appropriate staff are trained to lock, unlock and provide duty cover
- Be the first point of contact for fire/police and public utilities

Health and Safety

- Ensuring that the museum is compliant with health and safety legislation
- Ensure that general risk assessments and specialist assessments (such as fire, chemicals etc.) are up to date
- Champion health and safety among all staff
- Provide/arrange training on health and safety matters
- Manage the incident reporting system and report incidents under RIDDOR if required
- Ensure all contractors on site abide by museum health and safety policies and provide acceptable RAMS
- Have oversight of the provision of first aiders and first aid equipment
- Ensure that drills and exercises required by assessments and policies are carried out and correctly recorded
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Out of hours and emergency response

- Be part of a small team that liaise with keyholder contractor to advise during out of hours incidents, attending if necessary
- To lead on response to emergency situations affecting the site/building/collections at any time.
- Develop business continuity plans, emergency plans and contingency plans for response to major incidents
- Ensure that relevant staff across the museum are annually trained in emergency response
- Maintain contact with local emergency response bodies (fire, local authority etc.)

Capital Works and Strategic Maintenance

- To work closely with the Director: Operations and Finance on the scoping and delivery of capital works
- To be involved in the commissioning of the Quinquennial Survey of the site and delivery of actions against it

Policies and procedures

- To ensure that safety and operational policies and procedures are regularly reviewed
- To develop and maintain a suite of standard operating procedures for the site

Events and Curatorial intervention

- To have direct input and support the planning and implementation and review of all infrastructure, operational, health & safety and logistical matters with regard to the planning and delivery of events and curatorial interventions on the site.

Logistics

- Lead on logistical matters for the museum site including consideration of deliveries, post and vehicle movements

- Work with the collections team on the movement of large collection objects

Other

- To manage the museum Premises Licence
- To consider the museum's sustainability policy in all decisions and champion the utilisation of sustainable solutions and materials across the museum
- To induct all new museum staff in health and safety and building operation
- To deputise for the Director: Operations and Finance on operational issues
- To occasionally cover for Visitor Experience Managers in order to ensure that the museum's opening hours are achieved

The above list is not exclusive or exhaustive and the job holder may be required to undertake such other duties as may reasonably be required.

Key Performance Indicators

- Effectiveness of contract management
- Understanding of health and safety/operational matters by staff
- Effectiveness of internal relationships
- Success of individual projects
- Delivering services on time and in budget
- Effective staff management

Our values at the Museum of the Home – how they are represented by this role:

- **Collaborative** – working with staff across the museum to improve operational efficiency and environmental sustainability
- **Agile** – being able to maintain planned work while also responding to reactive incidents
- **Risk-taking** – working with event organisers and curators to understand how we can be innovative in our use of the estate.
- **Creative** – deliver on objectives in new and innovative ways
- **Eco active** – consider sustainability in everything that is done
- **Inclusive/diverse** – constantly working to make the museum estate accessible to all.

Skills/Knowledge/Personal Attributes:

Essential:

- Ability to balance a customer focused approach with business needs
- Ability to effectively delegate
- A good knowledge of Health and Safety legislation (including fire)
- Ability to manage budgets and utilise resources effectively
- Good negotiation skills and honed commercial understanding
- A good team player able to influence others, lead and also be led
- A solutions-oriented approach to problems
- Strong verbal and written communication skills with the ability to effectively and efficiently communicate with people from all levels in the organisation and external contractors

Experience:

Essential

- Facilities / operational management, preferably in a historic / listed building or museum setting
- Planning maintenance operations with a good understanding of technical aspects of heating, electrical systems, life safety systems and other plant
- Experience delivering small capital projects
- Experience of managing multiple contracts to deliver facility management

Desirable

- Experience working in a creative or similar environment

Qualifications:

Desirable

- APLH (or equivalent) and holds a Personal Licence
- IOSH Managing Safely or NEBOSH National General Certificate
- Project Management Qualification
- CDM (Construction, Design and Management) qualification

Other requirements:

- Flexibility to work in the evening, at weekends and on bank holidays (except Christmas Day, Boxing Day and New Year's Day) is essential
- A DBS criminal record check at the appropriate level will be required before the successful candidate can start work