

MUSEUM OF THE HOME

Job Description

Job title:	Operations Officer
Salary:	£25,000 per annum
Working hours:	35 hours per week, Sunday and Monday are essential with the other 3 days negotiable. Some evening working may be required
Reporting line:	Operations Manager

Job Purpose

To play a vital role in the day-to-day maintenance, improvement and long-term care of our Museum buildings, offices spaces and grounds.

To maintain a safe and secure environment for our collections, staff, volunteers and visitors, providing day-to-day supervision of the contract cleaning team and other contractors, and delivering high quality support services to ensure the smooth operation of the Museum.

To support the commercial and public engagement activities at the Museum by carrying out event setups/breakdowns including AV equipment, as well as portering duties across departments.

To support the running and contribute to the practical logistics of our exciting exhibition programme, including installations and ongoing maintenance.

Main Responsibilities

Work as part of a team to deliver an outstanding experience for every visitor:

- Ensure high standards of housekeeping are maintained, carrying out regular stock checks of cleaning materials, identifying purchasing requirements, submitting stock requests and receiving and checking goods
- Carry out a varied range of reactive and preventative maintenance so public and back-of-house areas are maintained to a high standard of presentation, including AV equipment
- Assist in the operation of commercial events and private hires
- Contribute to the planning and design of exhibition infrastructure, ensuring buildability, health and safety and ease of maintenance
- Contribute to the upkeep of museum displays, plinths, and/ or fittings and furnishings of both temporary and permanent displays

Maintain a safe and secure environment:

- Carry out daily security, health and safety and maintenance checks and resolve issues as they are reported
- Conduct regular condition checks and maintenance of equipment, tools and supplies, including fire safety infrastructure
- Support colleagues to complete risk assessments where appropriate and uphold the highest standards of health and safety

- Manage a 'help desk' for staff to log faults and maintenance issues, including updates on progress and repairs
- Report all accidents, safeguarding incidents and dangerous situations
- Assist in the emergency evacuation of all public and office spaces
- Report any changes to the condition of the building and collections
- Some outdoor work when required and working up ladders, from safety line systems and from height

Supervision and support of colleagues and contractors

- Supervise the work of contractors in the museum, offices spaces and grounds
- Supervise the general maintenance, presentation and cleaning (including the contract cleaning team) of the Museum and visitor areas as well as commercial spaces, offices and general plant and storage areas ensuring high standards of cleanliness are maintained

Supporting Events, Activities and Commercial hires

- Set up furniture, equipment (including AV/IT) and other materials as required, ensuring spaces are set up according to plan as agreed by the event lead
- Support for any facilities requests during events/activities and day-to-day operations
- Support colleagues in meetings with external artists, companies and partners with advice on how best to set up their event/exhibition

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

- Achieving excellent maintenance and presentation results for a seamless visitor experience
- Contributing to successful exhibition and event planning
- Building strong working relationships with teams across the Museum
- Quickly and accurately reporting health and safety and security issues
- Contributing to a culture of safe working practices across the museum

Our values and how they are represented in this role

- **Collaborative** – work with team members, contractors, volunteers and managers
- **Agile** – react to the different and changing needs of the day-to-day operation of the Museum
- **Risk-taking** – try new ways of inspiring colleagues and be willing to learn and improve
- **Creative** – develop and deliver exhibition furniture and fittings
- **Eco-active** – take action to help the Museum become more sustainable
- **Inclusive** – ensure our visitor experience meets the needs of people from a wide range of backgrounds

Experience

Essential experience:

- Experience of working in a visitor-facing environment
- Knowledge and understanding of health and safety legislation, especially working with hazardous chemicals and equipment, safe systems of work and common building issues
- Knowledge and understanding of AV systems, able to set up as required and troubleshoot issues for others when needed
- Problem-solving skills and practical understanding of general repairs and maintenance issues
- Communicating effectively with a diverse range of people
- Working in a team; both supporting colleagues and taking the lead
- Overseeing contractor led works on a daily basis

Desirable experience or willingness to engage in training:

- Practical skills in general repair, basic carpentry, maintenance, including use of power tools
- Maintenance and upkeep of exhibition infrastructure
- Use of elevated platforms and safety line systems
- Experience of working in a listed building environment
- First Aid and Fire Marshal trained

Skills/Knowledge/Personal Attributes

Essential:

- Visitor-focused, keen to offer exceptional standards of presentation
- Strong verbal communication and good listening skills
- Strong organisation and prioritisation skills
- Diligent and with a good attention to detail
- Able to use initiative to respond to unexpected challenges
- Able to motivate and inspire others
- Able to problem solve and confident in using practical mathematics

Desirable:

- An interest in working in the cultural sector
- Basic administrative and IT skills, including Microsoft Outlook, Word and Excel

Other requirements

- Contracted hours will be across 7 days a week, but Sundays and Mondays are essential
- The work may include early starts and regular physical work
- To be a key holder and part of the duty rota for unlocking/locking and securing the Museum site and offices, ensuring the smooth operation of the Museum.
- A DBS criminal record check at the appropriate level will be required before the successful candidate can start work