

JOB DESCRIPTION

JOB TITLE	Venue Manager – Museums
GRADE	PO8
REPORTING TO	Theatre, Catering and Hospitality Manager
JD REF	CSTRAT0047P

PURPOSE

Lead on and develop all aspects of Wirral Council's Museums Portfolio. Provide vision, operational leadership and strategic direction for the Service and workforce within the Museums Service, ensuring that Wirral Council meets its aims, core values and outcomes related to the delivery of the Wirral Plan. Responsible for all aspects of delivery of the operational and financial performance of Museums sites – Williamson Art Gallery & Museum, Birkenhead Priory, Wirral Transport Museum - and services including the establishment of robust fiscal and budgetary management processes.

Ensure that the Museums Service is developed to be at the forefront of Wirral's Cultural offer and is considered as a key destination for tourism, events and exhibitions, thereby driving increased footfall, visitor numbers and commercial value via an encompassing, diverse and innovative programme of activities. Contribute to Corporate and Directorate Strategies and objectives: ensuring that the service provides appropriate representation and contribution to the development and implementation of such strategies.

MAIN DUTIES AND RESPONSIBILITIES

Lead a Museums Service that is relevant to its communities, provides high quality cultural experiences, supports the most vulnerable of Wirral's residents and is an anchor destination in Wirral's cultural offer.

Ensure the design, development, delivery and management of Wirral Council's Museums Service offer is fit for purpose and adapts to meet the requirements of an evolving operating environment.

Represent Wirral Museums Service locally, regionally and nationally. Strengthen and raise the profile of the service, acting as the figurehead, relationship builder and networker both internally and externally to meet and expand all opportunities. Maximise opportunities created by investment and initiatives in Wirral.

Lead on the development and implementation of The Museums Strategy, Business plans, policy and Service Plans, taking responsibility for delivering agreed objectives. Where appropriate, jointly develop plans relating to Wirral's cultural offer with complementary Council Services e.g., Regeneration & Place.



Develop and deliver a forward plan for year-round events and exhibitions, increase footfall, visitor numbers commercial opportunities of sites through an encompassing, diverse and innovative programme of activities and venue hire opportunities.

Overall responsibility for the effective management of the service operational efficiency, leading through the development of a continuous improvement culture, ensuring effective monitoring of full compliance with all corporate policies and processes

Drive forward business growth and transformation through the effective leadership of the Museums team, mentoring and coaching their professional development through SMART (Specific, Measurable, Achievable, Realistic, Targets) goal setting.

Ensure that the collections and buildings are maintained and protected to the national standards required by Museums Accreditation, Scheduled Monument and Listed Building requirements. Responsible for ensuring the service fulfils and complies with all legal, statutory, and regulatory duties and responsibilities.

Responsible and accountable for all budgets associated with the Museums Service, internal and external, ensuring value for money.

Ensure compliance with all financial protocols and procedures.

Responsible for all income, expenditure and capital budgets for The Museums Service and its activities, delivering a cost-effective use of resources. Monitoring income and expenditure and performance indicators ensuring commercial income is maximised and costs are controlled to resolve any variances, provide best value, value for money and lean service delivery. Provide any reporting requirements as necessary and in a timely manner.

Responsible for a continuous and developing programme of service transformation activity through the analysis and application of data driven solutions that seeks to develop, improve and future proof the performance of the Museums Service through intelligent commissioning, identification of market trends and capitalising on new opportunities. Responsible for the evidence-based decommissioning of services where appropriate.

Ensure the continuous design, development, implementation, monitoring, and reporting of a comprehensive suite of meaningful performance indicators to inform timely performance of the service across all areas of business, ensuring that any such measures remain appropriate and relevant to the outcomes of the service.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Educated to degree level or demonstrable equivalent experience.

Knowledge & Skills:

- Significant management experience, demonstrating the ability to operate at strategic level, ideally within a Museums / Gallery setting or comparable business environment together with experience in the preparation, delivery and successful implementation of strategies and business plans.
- Business Development, Marketing / Communications and Public Relations
- Resilience in the face of strong opposition to service position and often conflicting priorities.
- Demonstrate strong commercial acumen, business skills and financial understanding. Demonstrate a track record in successfully seeking out and securing grant applications and delivering successful events programmes and activities that increase visitor numbers and deliver commercial sustainability.
- Demonstrate strong analytical skills and problem-solving capabilities.
- Evidence of an ability to scan the long-term horizon and understand implications of broader trends for the service and its role within Wirral.
- Ability to formally train, motivate and mentor staff, providing coaching and support, being an innovative and inclusive leader who motivates and generates enthusiasm in others.
- Excellent interpersonal communication skills, with the ability to develop long term internal and external relationships.
- Flexible, creative, and innovative approach to working in a variety of contexts both formal and informal.
- Considerable experience in the delivery of transformational change
- Experience of understanding and applying legislation, regulations, and procedures in a complex service.
- A demonstrable understanding of bid writing, and contracts and commissioning processes
- Experience of negotiation and collaboration with Trade Unions, contractors, developers, external agencies and other local or government authorities in the delivery and improvement of infrastructure and services.
- Experience in the management of health, safety and welfare for employees, contractual arrangements, and the public.

Experience:

- Experience of managing a gallery, museum or heritage site.
- Experience of managing a diverse staff team, including performance management, absence and discipline.
- Project management, including capital projects.
- Facilities management.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Museums / Gallery or heritage management qualifications and / or experience

Knowledge & Skills:

- Fundraising.
- Mentoring and/or coaching of staff.
- An understanding of the requirements of Scheduled Monument, Listed Building and Museums Accreditation standards.

Experience:

- Securing grant monies and the administration and reporting requirements of grants.
- Working with Friends organisations and/or volunteer groups.
- Representing the organisation nationally.
- Working in a museum, gallery or heritage site
 - Knowledge and understanding of local authority policies and strategies, governance and constitutional processes.

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role descriptor will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role descriptor and changes to it may be amended in light of organisational and service requirements.

DATE OF APPROVAL:

01/02/2023

APPROVED BY:



Andy McCartan (AD Leisure, Libraries, Customer Engagement)