



The West House and Heath Robinson Museum Trust Job Description

Job Title: Operations Assistant

Location: Heath Robinson Museum, Pinner

Contract: Fixed term; 12 months with possibility of extension

Reports to: Museum Manager

Direct Reports: Front of House Volunteers

Salary: £10,800 pa (£18,000 FTE)

Hours: 24 hours per week to include regular weekend and evening work

Overview

About West House:

West House is a centre for the community in Pinner Memorial Park. Originally bought by the people of Pinner as a memorial to the fallen of two world wars, it was restored and reopened in 2010. The house is run by The West House and Heath Robinson Museum Trust (HRMT); the site includes the Heath Robinson Museum, West House Dental, Daisy's Café and the Pinner Books of Remembrance shrine.

About the Museum:

The Heath Robinson Museum is the first museum in the world celebrating the work of artist and illustrator William Heath Robinson, and the first purpose built museum to open in greater London in 40 years. We opened in 2016 and are at an exciting point in our development as a new museum, having just received Resilient Heritage grant from NLHF to improve our marketing, engage new audiences and raise awareness of an iconic British artist. The museum houses collection of 1000 Heath Robinson works owned by the William Heath Robinson Trust (WHRT). The museum has a temporary exhibition space with special exhibitions quarterly on a wide range of subjects linking to Heath Robinson and art in general.

Main Purpose of Job

We are looking for an Operations Assistant to support our Museum Manager with the day to day operations of the museum. This will include acting as duty manager, coordinating Front of House volunteers and managing group visits and museum lettings.

Key Responsibilities

Volunteer management

- Coordinating Front of House volunteers to ensure that the site is always adequately staffed to support the organisation's activities. Preparation of rotas in conjunction with our existing Volunteer Front of House Coordinator.

- Recruitment of new volunteers including advertising, interviewing, identifying roles and following up with feedback and start information.
- Managing the ongoing training and development of volunteers. Developing all volunteers' knowledge of the collections and displays, layout, public programme, interactive displays, facilities and services in order that they can fully engage and assist visitors. Coordinating invitations and responses to training. Working with other managers to distribute information to volunteers across the organisation.
- Managing volunteer inductions at Front of House. Enhance and improve induction material and provide necessary support to new volunteers.
- Managing complaints and queries from volunteers sympathetically and sensitively, endeavouring to resolve any issues that are arising.
- Managing our volunteer database and volunteer distribution lists.
- Working with the museum team and existing volunteers to produce and distribute a monthly volunteer newsletter.

Day-to-day operations

- Acting as duty manager and looking after front of house operations to ensure the smooth running of the museum when open to the public. This may involve opening/closing the museum, troubleshooting problems, giving volunteer briefings and providing cover if the museum is understaffed.
- Working with the Museum Manager and Estates Team to ensure that the buildings and estate are maintained to a very high standard, including ensuring cleaning and maintenance are properly carried out.
- Being proficient in our EPOS and ticketing system, and knowledgeable about our shop to ensure the smooth running of retail operations.

Museum lettings

- Researching and developing a lettings offer for our museum spaces. Creating and implementing a lettings strategy with a view to maximise revenues and profit. Working with the marketing team to identify promotional channels.
- Managing museum lettings including managing communications, bookings and staffing.

Group visits

- Reviewing and improving our group offer and booking procedure in order to streamline operations and improve the process for groups.
- Working with the marketing team to identify channels for promotion, developing mailing lists and sending mails to prospective groups in order to increase the number of group visits to the museum.

- Coordination of all activities associated with group visits. To include: responding to enquiries and making arrangements for visits, arranging for volunteers to staff the museum and give guided tours as necessary, providing a welcome and coordinating visits on the day.

Person Specification

- Previous experience in museums, heritage interpretation or similar sector
- Experience and knowledge of operations management and visitor services; experience of working in a visitor or customer focused environment
- Experience managing and supporting volunteers
- Understanding of volunteer motivations and benefits of volunteering for volunteer and organisation
- Self-motivation and initiative; ability to take ownership of problems and resolve them effectively
- Excellent written and verbal communications skills
- Excellent interpersonal skills with the ability to manage and communicate with people at all levels; adept customer service skills
- Respect and sensitivity towards all cultures and religions; ability to support equality and diversity, promoting an inclusive environment in which all can work and visit
- A team player with flexible attitude and willingness to work evenings and weekends as required
- Strong organisational and time management skills
- Computer literacy; proficiency in Excel, Word, social media, ticketing and EPOS systems
- Ability to work flexibly, covering evenings and weekends as required for the role

Other Information

Regular weekend working will be required as part of this role. Working days to be arranged in discussion with the Museum Manager.

Annual leave entitlement is 17 days, including Bank Holidays, taken by mutual agreement with the Museum Manager (Full-time equivalent 28 days).

A staff appraisal system is used, with a performance review every six months.

Two months' notice of resignation must be given.

The post is subject to 3 months' probation.

An enhanced DBS check, two satisfactory references and confirmation of fitness to work will be required before employment is confirmed.