



## 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: £18,400 pa (£23,000 FTE)

Hours: 32 hours per week to include regular weekend and occasional evening and Bank Holiday 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, the Pinner Books of Remembrance shrine and Verden Gallery lettings space.

About the Museum:

The Heath Robinson Museum opened in 2016 and is the first museum in the world celebrating the work of artist and illustrator William Heath Robinson, best known for his illustrations of complicated gadgets for carrying out simple tasks. The Museum is a centre for the understanding and appreciation of Heath Robinson's life and work, and a base for the study of illustration as an art form. The museum is run by a small team of staff who are supported by over 100 volunteers across all areas of the museums operations. The museum houses collection of over 1000 Heath Robinson works owned by the William Heath Robinson Trust (WHRT). The museum contains a permanent gallery, activity studio and 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 a friendly and enthusiastic Operations Assistant to support our Museum Manager with the day-to-day running of the museum. This will include acting as duty manager, coordinating Front of House volunteers, and managing group visits and West House lettings. This varied and interesting role is a great opportunity to learn a wide range of skills and get involved in the running of a small museum.

## Key Responsibilities

### Volunteer management

- Coordinating Front of House volunteers to ensure that the site is adequately staffed, including preparation of rotas.
- Assisting the Museum Manager with 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. 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. Working to 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, volunteer distribution lists and other associated paperwork.
- Working with the museum team to produce and distribute a regular 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 will involve locking/unlocking the museum and West House, 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 high standard, including ensuring cleaning and maintenance are properly carried out. Carrying out daily checks of the museum and West House, including weekly fire alarm checks. Producing signage as directed by the Museum Manager or Estates Manager.
- Being proficient in our EPOS and ticketing system, and knowledgeable about our shop to ensure the smooth running of retail operations. Being responsible for cash handling procedures and preparation of floats.
- General administrative tasks. Including answering visitor queries by email, phone and in person quickly and efficiently.
- Assisting the Museum Manager with museum events. Including monitoring ticketing, setup and clean up, and providing hands-on assistance during the event.
- Providing support to volunteer teams such as Collections & Exhibitions and Retail to ensure an enjoyable visitor experience.

### Venue Hire

- Managing Verden Gallery lettings in conjunction with the rest of the museum team including communications, bookings and staffing.
- Showing prospective customers the rooms and answering queries by phone, email or in person quickly and efficiently.

- Identifying advertising channels in order to increase the number of bookings for the Verden Gallery at West House.

### **Group visits**

- Coordinating activities associated with group visits in conjunction with the Museum Manager. 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.
- Reviewing and improving our group offer and booking procedure in order to streamline operations and improve the process for groups.
- Identifying channels for promotion, developing mailing lists and sending emails to prospective groups in order to increase the number of group visits to the museum.

### **Marketing**

- Creating content for, and managing our social media profiles (Twitter, Facebook, Instagram)
- Producing posters for events as required. Assisting with the distribution of posters and leaflets.

### **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 or 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

### **Other Information**

The post holder is expected to work 32 hours per week across 4 days; to include regular weekend working, some evenings and Bank Holiday Mondays as required. Core working days are Thursday – Saturday with one other day to be arranged in discussion with the Museum Manager. Please note that as this job involves being duty manager, it is not suitable for home working and must be carried out onsite.

Annual leave entitlement is 23 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 annually.

Two months' notice of resignation must be given.

The post is subject to 3 months' probation.

An enhanced DBS check and two satisfactory references will be required before employment is confirmed.

**To apply:**

Please fill out an application form and email to [welcome@heathrobinsonmuseum.org](mailto:welcome@heathrobinsonmuseum.org)

Application forms can be found at <https://www.heathrobinsonmuseum.org/staff-vacancies/>

Closing date for applications: Monday 20<sup>th</sup> February 2023, 9am

Interview date: Week of 27<sup>th</sup> February 2023