



Operations Manager – Salford Museums

Service	Reporting to	Location	Grade	Salary	Hours
Salford Museums	Strategic Lead	Salford Museum & Art Gallery	7	£32,909 - £35,411	36 per week inc 1 weekend per month

Salford Community Leisure is run by and for the people

We exist 'to enhance the lives of people through sport, leisure and cultural opportunities'. We are committed to enhancing the physical and cultural wellbeing of the community through the sport, leisure and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year. Passionate about delivering value for money, we reinvest every pound we receive because we believe that leisure and culture should be at the heart of every community.

We pride ourselves on recruiting the right people with the right values into the right roles. We are looking for professional, respectful, knowledgeable, passionate and solution-driven people to join our team as we strive to deliver excellence to our customers.

Across the City we manage 2 free-to-access heritage venues. Salford Museum and Art Gallery is a social history museum and art gallery, that opened in 1850 and is home to permanent and temporary exhibitions, Salford's Local History Library, a shop, café and the ever-popular Lark Hill Place. Ordsall Hall is Salford's Grade 1 listed Tudor mansion in the heart of the city, with beautiful organic gardens, the magnificent Great Hall and room displays. Both museums offer a broad programme of events and activities.

About the role

Salford Community Leisure (SCL) is excited to be recruiting for the key role of Operations Manager for Salford Museum & Art Gallery. As a service, Salford Museums & Galleries is proud to offer a unique cultural experience to all, with Salford Museum & Art Gallery as one of the top art and heritage visitor attractions in Greater Manchester, with over 100,000 visitors per year.

We are looking for an experienced manager to deliver an effective, professional visitor experience, leading the Front of House team in maintaining excellent relationships with customers and stakeholders, and ensuring high-quality customer-focused services are delivered. The post-holder will provide effective operational management to the museum, ensuring compliance with health and safety and adherence to cleanliness, maintenance

and security standards. They will meet corporate aims and objectives, organisational values and the objectives of both service-specific and strategic plans.

The post is a permanent role for 36 hours/week, including working on-site one weekend in four with time taken back as toil. The post-holder will be expected to take a flexible approach to their work, being on site outside core hours when necessary. The post-holder will also be expected to be familiar with operations at Ordsall Hall, Salford Museums & Galleries' other site, and cover there when required.

The post holder will:

- Provide effective and supportive leadership and management of the Visitor Services and Business support team to develop and enhance operational services across all the Museum.
- Act as a key member of the Senior Management Team, with specific responsibility Health and Safety, security and responding to out-of-hours emergencies.
- The role holder has responsibility for the effective operation of all buildings, ensuring full compliance with legislative, statutory and operational requirements, providing a safe and secure environment for staff, visitors, building users and collections.
- They will plan, oversee and manage repairs & maintenance, and work closely with the wider SCL and council teams and/or external contractors.
- They will work closely with the museum's collection and exhibitions teams, to ensure effective environmental management, security and safeguarding of the collections.
- The role holder will be responsible for a high standard of presentation throughout our buildings, liaising with the senior team across all sites to ensure a connected and consistent approach to providing an overall excellent visitor experience.
- Work with Commercial Manager to develop and deliver venue hire & support commercial opportunities
- Manage contracts and partnerships appropriate to the role

Key outcomes

- Salford Museum and Art Gallery and the service's off-site store are managed to the highest of standards within the statutory compliance framework.
- The security of a Grade 2 listed building, the museum collections and external loan agreements is managed effectively.
- Effective monitoring and evaluation frameworks are implemented to collect data and evidence impact, with associated reporting and application to operational planning.
- Service priorities and other agreed targets are successfully met.
- High levels of performance and customer service are consistently achieved.
- Staff are well-managed, motivated, supported, trained and appropriately deployed.
- Health and safety, safeguarding and other regulations are effectively followed by the wider team.
- Strong relationships with colleagues and partners across various sectors are built and maintained.

What we need from you

What we expect from you:

- Ability to lead and motivate a team of Front of House staff to high levels of performance to deliver change and maximise staff potential and contribution to the achievement of service priorities.
- Ability to manage and support direct reports through regular meetings, appraisals and clear work programmes, in line with service plans, policies and procedures.
- Excellent time management skills, creating your own work schedules, prioritising, preparing in advance and setting realistic timescales for yourself and others. You will have the ability to visualise a sequence of actions needed to achieve a specific goal and to estimate the resources required. You will be adept at scheduling regular, planned and unforeseen works alongside wider service delivery.
- Detailed knowledge and understanding of fire safety and H&S legislation (holding I.O.S.H. or equivalent or willing to work towards)
- Have First Aid at Work certificate or willing to undertake qualification.
- Knowledge and understanding of the operation and maintenance of historic buildings, art galleries and/or museums.
- Experience of running large public building, ideally within the cultural sector.
- Experience of managing a visitor service team and/or customer-facing team.
- Ability to monitor and maintain budgets, ensuring that financial processes are followed and targets are met.
- Strong decision-making skills with the ability to resolve complex issues in a pressurised environment.
- Commitment to the successful delivery of SCL priorities.
- The ability to act enthusiastically and appropriately as a senior member of staff, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
- Commitment to ensuring that SCL's services respond to the varying and changing needs of customers and communities.
- Ability to demonstrate and develop resilience and work under pressure.
- Ability to lead and manage change
- Ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
- Openness to the views of others – ability to constructively challenge and be challenged.
- Hold a full clean UK driving license

Desirable

- Knowledge of collections care

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop

your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Appraisal to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

Develop management skills by attending a SCL management training programme which covers all aspects of being a manager and the expectations of being a SCL manager.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: GDPR, Corporate Information Security Policy (CISP) e-learning safeguarding awareness.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard.

Our Behaviours

We want everybody to strive to be:

- Professional
- Respectful
- Knowledgeable
- Passionate
- Solutions Driven

We are determined to ensure we have the right people with the right values working with us and these behaviours are at the heart of who we want to be.

Our organisation's values

We have four values: Openness, Honesty, Social responsibility, Caring for others:

1. **Openness** – nobody's perfect, and we won't hide it when we're not
2. **Honesty** – we are honest about what we do and the way we do it
3. **Social responsibility** – we encourage people to take responsibility for their own actions and their community
4. **Caring for others** – we support the local community and we always strive to think about the consequences of our actions on others.

These values form the foundations of our organisation and create a standard to be held accountable to.



Building a Great Place to Work

Salford Community Leisure (SCL) is a good place to work; with over 500 employees servicing more than 3 million customer visits at 60+ venues across the city each year. We exist to enhance the lives of people living in Salford through providing sport, leisure and cultural opportunities.

Our organisation has grown significantly over the past 15 years as the breadth of services have expanded and diversified. This growth has positioned SCL as the main provider of Leisure in the city and has resulted in many positive benefits to both our employees and customers; however it has also created some internal challenges that have resulted in the organisation not operating as effectively as it could.

The 'Building a Great Place to Work' programme will invest in and develop the organisation, provide people with the skills to be flexible, deal with change and encourage greater engagement and participation throughout the organisation.

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.