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Visitor Experience and Volunteer Manager

**Job Description and Person Specification**

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| Location: | Primarily based out of the Workhouse Museum, but with work across all three sites |
|  | in Ripon |
| Salary Band: | £26,250 |
| Hours of work: | 37 hours per week. Some evening or weekend work will be required |
| Post length: | Permanent |
| Responsible to:  Responsible for: | Director  Duty Officer, Learning Officer, Operations Officer, Volunteer Support Officer, Technical Officer and Cleaner. |

**Background**

Ripon Museum Trust has exciting times ahead. Our major capital development project – ‘Fairer Futures’ is being developed through 2023-2024 with funding from The National Lottery Heritage Fund (NLHF) and this year we embark on the next 3 years of delivering Let’s Create as a National Portfolio Organisation (NPO) for Arts Council England. Being at the heart of implementing these two significant cultural sector projects will bring huge rewards and career development.

The Trust seeks a person who will relish challenge and have the skills to harness and join up this activity for the benefit of visitors, groups and learners. This new role will be incredibly rewarding for the right candidate – a real opportunity to shape the future of the Trust by putting the visitor front and centre of all we do. You will work at a senior level with Trustees, an exceptional staff and volunteer team and our Lottery consultants.

**Job Description – Purpose/scope, duties and responsibilities**

**Purpose/scope**

The post holder will ensure that everyone who visits and uses the museums has an excellent and enjoyable experience, that they learn about our heritage and are inspired to seek a fairer society. The postholder will ensure the museums are open, clean and compliant, school and group bookings are continually developed and managed and there is a varied, inclusive and relevant activity programme. The team comprises staff and significant numbers of volunteers who are highly skilled – the postholder will be expected to motivate, support and deploy volunteers across the wide range of functions to deliver an outstanding welcome to everyone which maintains and develops financial resilience of the Trust. Admissions and bookings form 60% of the Trust’s income and the postholder will develop cost effective and sustainable strategies to maximise income.

The scope of the job covers: front of house management (via Duty Officer, casuals and volunteers), volunteer strategy and management (support via Volunteer Support Officer), programming of schools and groups bookings (via Learning Officer), income generation and on site paid for activities and events (via Operations Officer) and working cross functionally, particularly with Curation and Outreach and the wider staff team to develop the visitor experience and programming offer.

**Together with the senior management team the postholder will be required to lead on the following strands:**

**Visitor experience**

* Champion the needs of our visitors on the management team
* Using audience insight and sector knowledge, lead on ensuring our visitor journey is welcoming, accessible and engaging, demonstrating a ‘whole team’ approach.
* Working with the whole museum team (staff and volunteers), support the coordination and development of a relevant and sustainable museum programme of activities which deliver our vision. This will include some income generating events.
* Through the Operations Officer, support the development and maintenance of income lines such as retail and hire.
* Together with the Director, manage the health & safety requirements for the Trust to ensure we are compliant.
* Ensure all work is carried out with relevant and robust risk management, compliance and sector standards.

**Volunteer management and strategy**

* Develop and lead on volunteering strategies for the Trust, ensuring an inclusive and creative approach to how we attract, recruit and develop our volunteers.
* With colleagues across the Trust build and maintain partnerships and seek grants for volunteering
* Through the Duty Officer and Volunteer Support Officer ensure volunteer placements are meaningful and rewarding and that individual volunteers are supported for an experience which supports both museum operations and their individual health and wellbeing
* Lead on volunteer communications and develop opportunities to engage volunteers with our mission and key areas of our work.
* Ensure all work is carried out with relevant and robust risk management, compliance and sector standards.
* Be a key contact for all volunteers

**Learning – Schools, Groups and Families**

* Lead on strategies for schools and groups to develop a resilient and appropriate business model for delivering to these audiences.
* With colleagues, especially the Community Curator and the Community Engagement Officer develop, build and maintain strong learning partners, development and programming including digital.
* With colleagues seek resources such as grants to support learning in the museums.
* Through the Learning Officer and volunteers oversee the efficient planning and management of delivery to all learners – formal and informal.
* Ensure all work is carried out with relevant and robust risk management, compliance and sector standards.

**Fairer Futures and other major projects**

* Contribute as required to the Fairer Futures Capital development project especially in relation to Activity Planning, Evaluation, Business Planning and be a champion for the visitor experience through the design phase and project implementation.
* Ensure a joined up way of working to deliver the Arts Council England’s National Portfolio Activity Plan and Investment Principles Plan. As a National Portfolio Organisation we’re excited to embed the Investment Principles into the culture of our organisation. These are Dynamism, Environmental Responsibility, Ambition & Quality and Inclusivity and Relevance.

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the postholder must be prepared to undertake additional tasks, duties and responsibilities at the discretion of the post’s line manager. Some weekend work will be required, particularly at busy periods.

**Principal Relationships**

Community Curator, Learning Officer, Operations Officer, Duty Officer, Volunteer Support Officer, RMT Volunteers, Members of the public, Community organisations.

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| **Person Specification:** | **Essential** | **Desirable** |
| **Knowledge and Experience** |  |  |
| Experienced manager, with excellent people and influencing skills and a proven track record of building relationships internally and externally | / |  |
| Experience of managing learning activities and/or developing and delivery of accessible programmes of events and activities. | / |  |
| Experience of delivering high standards of customer care | / |  |
| Experience of leading and organising volunteering opportunities and other lifelong learning activities; | **/** |  |
| Experience of liaising with external organisations on opportunities for new partnerships; | **/** |  |
| Experience of supporting and developing income generation eg retail, hire, events | **/** |  |
| Experience of inputting into displays and improving the visitor experience |  | **/** |
| At least 5 years of working in a heritage/museum/visitor attraction setting | **/** |  |
| Aware of issues concerning the protection of children and vulnerable adults |  | **/** |
| Experience as a teacher, facilitator or tour guide |  | **/** |
| Microsoft Office suite esp. Word, Outlook and Excel Databases | **/** |  |
| Experience of leading a multi-disciplinary team | / |  |
| **Personal Skills** |  |  |
| Good numeracy | / |  |
| Excellent verbal and written communication skills | / |  |
| Able to work alone without supervision | / |  |
| Good time management skills | / |  |
| Able to work well to an agreed standard of delivery | / |  |

Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. Some weekend working, particularly at busy periods, will be required.

This role is based in the museum with some working from home and hybrid working supported. We are open to considering a variety of options, including hours of work, work patterns, secondments and job share for the right individual. Some evening and weekend work will be required.

Ripon Museum Trust is an equal opportunity employer. We welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation, age or gender identification.

**Method of Application:**

Please apply using the application form. CVs will not be accepted. Applications to alexa.vernon@riponmuseums.co.uk. Deadline for applications is Sunday 11 June at midnight and the interview date is Tuesday 20th June. If you would like to discuss the job requirements please contact Alexa Vernon, Interim Museum Director on the email address above (Monday-Wednesday).