

# Operations Officer



**RIPON MUSEUMS**

## Job Description and Person Specification

Post:	Operations Officer
Location:	Primarily based at the Workhouse Museum, but with work across all three sites in Ripon
Salary:	£17,000 pro rata 92% £15,640
Hours of work:	34 hours per week. Some evening or weekend work will be required on a rota basis
Post length:	The post will be 6 months in the first instance from the start date. The post is temporary.
Responsible to:	Volunteer and Operations Manager

## Job Description – Job purpose, duties and responsibilities

The postholder will be responsible for ensuring that the museums have everything they need to operate and be administered effectively. You will order the stock required to keep them well supplied and undertake a varied administrative (including financial administration) workload to meet standards, targets and deadlines. You will also assist with managing the volunteer rota, recruitment and development. You will coordinate and administer external room hire and oversee the ordering of shop stock.

Our work at Ripon Museum Trust is guided by our Vision and Mission.

Our Vision is **to inspire people to seek a fairer society.**

Our Mission is:

- To use **the unique trio of the Workhouse, Prison & Police and Courthouse Museums**, our collections and the stories they tell to **help people explore big issues** such as **fairness, equality, justice and welfare.**
- Through excellent engagement, programming and outreach together we will **inspire people to become compassionate and active citizens**, shaping society for the better.
- To work for greater participation in our heritage which will **enrich lives and improve wellbeing.**
- To **work as one team**, with **volunteering** integral to our organisation.
- To **make a positive impact on the cultural and economic capital** of Ripon and its region

### The post-holder will be required to:

- Ensure that the museums have sufficient supplies to operate including stationary, operating supplies, shop stock and cleaning supplies. This includes ordering, taking delivery and stock control.
- Work closely with our Volunteer and Operations Manager and Finance Volunteers to supervise and carry out financial administrative processes including handling cash, preparing floats, undertaking cashing up procedures and banking.

- Process all orders and invoices including manual systems to control and monitor expenditure and use our accounting package (Liberty)
- Respond to general external enquiries on behalf of RMT and redirect any specific enquiries as appropriate.
- Act as duty officer on a rota basis during our open season, ensuring problems are solved and the smooth operation of the Trust
- Ensure all external communication with visitors (website, posters, answerphone message, email communication) is up to date and consistent
- Coordinate and administer external bookings for room/museum hire across the museums by promoting the facilities available, responding to enquiries, negotiating terms and conditions and administering the bookings.
- Work with the retail volunteers to identify and order shop stock to ensure we give the best visitor experience we can.
- Work with the front of house staff and weekend duty manager to ensure they reach agreed targets for gift aid, survey uptake and provide administrative support.
- Assist as appropriate the Volunteer and Operations Manager with the monthly rotas for our buildings to ensure that we have coverage for all our opening hours and disseminate these as appropriate.
- Ensure museum diaries, rotas and information is up to date in order that volunteers are aware of “on duty” staff particularly at the weekend.
- Work with the Technical Officer to generate reports and add new products to the EPOS till system
- Work with the Volunteer and Operations Manager as appropriate to maintain the membership and volunteer database on Better Impact.
- Work some weekend days on a rota basis to provide cover at the front of house (lieu time will be given)
- With the Volunteer and Operations Manager support the recruitment, development and training of volunteers and front of house staff.

**The post-holder may be occasionally required to:**

- Cover museum desk duties during the week
- General cleaning and tidying.

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 request of the Volunteers Manager and that fall within the strategic objectives of the Ripon Museum Trust.

## Principal Relationships

Volunteer and Operations Manager  
 Learning and Outreach Manager  
 Curator  
 Ripon Museum Trust Volunteers  
 Members of the public

<b>Person Specification:</b>	<b>Essential</b>	<b>Desirable</b>
<b>Knowledge and Experience</b>		
Experience of Microsoft Office suite esp. Word, Outlook and Excel Databases. Excel is particularly essential experience	<b>x</b>	
Experience of working in Administration	<b>X</b>	
Experience in Customer Service	<b>x</b>	
Experience of working in voluntary organisations	<b>X</b>	
Knowledge of EPOS till systems		<b>X</b>
Knowledge/experience of electronic accounting software (specific package training will be given)	<b>X</b>	
Knowledge of health and safety regulations		<b>x</b>
Knowledge of Better Impact		<b>X</b>
<b>Personal Skills</b>		
Enthusiastic and can-do attitude	<b>x</b>	
Ability to embody the values of the Trust (Ambition, Learning, Teamwork, Community, Fairness)	<b>x</b>	
Excellent communication skills, both oral and written	<b>x</b>	
Empathy and good people skills	<b>x</b>	
Strong numeracy skills	<b>x</b>	
Comfortable working within a busy team, and taking the initiative within agreed powers of delegation	<b>x</b>	
Able to work creatively and flexibly in a small team, supporting other colleagues	<b>X</b>	
Ability to meet objectives and work to deadlines	<b>x</b>	
Organisational and administrative skills and the ability to work under pressure	<b>x</b>	

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 or age