|  |
| --- |
| **Job Title**: York Art Gallery and Yorkshire Museum Manager**Reporting to:** Head of Visitor Experience – York Museums Trust**Responsible for**: Welcome Team Leaders, Welcome Team Assistants,  Enhanced Guides and Guides**Pay scale:** YMT SCP 34 - 37, £31,804 - £34,266 pa **Contract:** 37 hours per week, permanent  |
| **Main Purpose of the Job*** To develop, lead and manage the delivery of excellent customer service and the best quality visitor experience, ensuring that York Art Gallery and Yorkshire Museum are successful and welcoming visitor destinations
* To manage the day to day activities of York Art Gallery
* To manage the day to day activities of the Yorkshire Museum
* To divide time and attention equally between the two attractions
* To ensure that Government Indemnity Scheme requirements are met at all times and that safety and security of objects is paramount.
* To line manage the welcome / visitor experience teams
* To be commercially aware of income generation opportunities and potential savings
* To be an advocate for staff, visitors and YMT as an organisation
* To be responsible for the buildings, their security, building works and on site supervision of contractors
* To contribute to the development of York Art Gallery and the Yorkshire Museum.
 |
| **Duties and Responsibilities****Team Management*** To Line Manage Deputy Managers / Team Leaders ensuring each is carrying out their general duties and duties specific to each role, through regular meetings and the PDR programme
* Recruit and line manage the Welcome Team, devising work plans, organising relevant training, setting and monitoring targets and appraising their performance.
* Review the team staffing structures and management arrangements to ensure they are fit for purpose and reflect the needs of YMT. To operate within organisation budgets and seasonal programme requirements.
* To manage day to day operation of staff who work within the retail areas or have retail responsibility. Work with the Retail and Merchandising Manager to ensure excellent visitor service is maintained.
* Arrange training for the Deputy Managers and Welcome Teams in relation to PDRs and as part of a strategic training plan.
 |
| * Work with the Volunteer Manager to incorporate visitor facing volunteers into the operation of York Art Gallery and the Yorkshire Museum
* To delegate staff to galleries and exhibitions to ensure that requirements of the Government Indemnity Scheme are met.

**Visitor Experience*** Ensure the Welcome Team are engaged and motivated to deliver a quality visitor experience.
* Oversee the day to day operation of both sites ensuring a consistently high quality of experience for visitors
* Ensure excellent customer care for all visitors; act as an advocate for staff and visitors with special needs and cultural diversity; deal with visitor comments as they arise, be aware of visitor feedback and undertake appropriate action.
* Work with the Volunteer Manager to ensure that visitor facing volunteers are fully trained in visitor services and building procedures.
* Ensure reviews on social media platforms such as Trip Advisor are monitored and responded to appropriately, in conjunction with the Head of Visitor Experience.
* Liaise with the Art Gallery Café manager on day to day operation ensuring, quality visitor service is achieved and the café offer is integrated into the museum exhibition programme. Raise service level agreement concerns with the Head of Visitor Experience.
* Ensure visitors are welcomed and have relevant information for their needs by monitoring and managing the display and presentation of visitor information and signage in public areas. Liaising with Head of Visitor Experience, Marketing, Curatorial team and H&S team as necessary.
* Liaise with the Garden Manager in terms of activities and events that may affect the visitor experience for visitors to the Gardens or the Gallery and Museum.
* Liaise with the Head of Visitor Experience regarding the operation of ice cream concessions, catering from the Pavilion and any other commercial activity that may take place in the Gardens.
* Ensure high standards of presentation and buildings maintenance are maintained to enhance visitor experience
* During gallery and exhibition changes, installs and deinstalls are being planned/taking place, ensure that visitor information about the changes is pre planned and promoted and during the changeover, such information is clearly displayed.
* To work with the Curatorial team and install / deinstall team to ensure that disruption to visitors is kept to a minimum in terms of closed areas/work being carried out whilst visitors are in the building.

**Premises Management*** To maintain the buildings, building security and conditions to the required standards for the Government Indemnity Scheme.
* Ensure buildings are kept clean; liaise with cleaning and hygiene providers to check standards and customer feedback. Raise service level agreement concerns with the Head of Visitor Experience.
* Responsible for proper health and safety procedures being followed and staff and visitors being kept safe. Operate in a way so that security and safety is maintained at all times including the implementation of organisational H&S policy and procedures.
* To manage building security, in conjunction with the Facilities Manager, ensuring suitably trained staff are delegated for opening and closing the site and are able to respond to out of hours alarms as and when required
* To be responsible for CCTV systems and any necessary testing, in conjunction with the Facilities Manager.
* Monitor and record testing of all necessary alarms ensuring that evacuation, security and safety procedures are fully in place and enacted, in conjunction with the Facilities Manager and Health and Safety Officer.
* Responsible for fire safety, first aid, Disability/Access awareness and other statutory obligations ensuring necessary staff training and cover is in place at all times.
* Adherence to all statutory safety obligations
* Work with the Venues Team to ensure that all venue related events are suitably staffed and that events, set up and break down work harmoniously with the requirements of the day visitor. To ensure that correctly trained staff are on site for events to open and close the buildings.
* To live within 20 minutes response time for any alarm call out or be prepared to move to meet this requirement within 3 months of appointment.

**Collections, Learning & Volunteers** * To work with curators and Facilities manager on the operational and, where necessary, technical aspects of exhibition changes. To advise, input and lead on visitor and building safety during planning, implementation and delivery of new programmes/exhibitions.
* Work with curators and Facilities Manager to ensure security of collections currently displayed or in stores and for any new items acquired or received on loan.
* Work with Curators and Facilities Manager to manage the atmosphere/ humidity and temperature within the buildings, to ensure appropriate lighting and environmental conditions are maintained.
* Support education and collection-based life-long learning programmes, in liaison with the Learning Manager and Volunteers Manager.
* Working with the Learning team ensure that any areas of the Museum to be used by learning groups are available and correctly resourced.
* To ensure that learning groups receive a friendly, efficient and informative welcome.
* Work with the Volunteers Manager to ensure ‘Hands on Here’ activities are available as frequently as possible. That inactive ‘Hands on Here’ activity areas are promoting the next available session or are out of view of visitors.

**Finance and Administration*** Ensure effective systems are in place for cashing up tills, membership and fundraising takings and cash handling procedures are strictly adhered to at all times and are appropriate to the requirements of audits, insurance and security requirements.
* To monitor and control spend within designated budget codes and to advise Senior Management Team on budget requirements for planning purposes
* To oversee and sign off the maintenance of accurate wages, finance and HR records working in accordance with the Trust’s policies, procedures and all relevant legislation
* To manage staff absence and holidays in accordance with Trust procedures
* Ensure that sales of YMT membership cards are maintained and that teams are motivated and trained to maximise sales

**Organisational Development*** Represent the Museum in wider forums and contribute to the continued development of cross site consistency through SMT and YMT working groups where appropriate
* Contribute to the development of the York Museums Trust; so that programmes and the organisation are supported and upheld

**Other Responsibilities*** Support the effective operational delivery of key events and activities both during and outside of normal museum hours
* To be (or become) a Personal Licence Holder and The Designated Premises Supervisor for any of York Museums Trusts venues.
* To promote and develop equality and diversity in line with YMT Equality Statement.
* To undertake such other duties as may be determined from time to time within the general scope of the job and commensurate with the grade of the post.
 |
| **Key Relationships*** Head of Visitor Experience
* Chief Executive and Chief Operating Officer
* Senior Management Team
* Museum Manager
* Assistant Manager, Yorkshire Museum
* Retail & Merchandising Manager
* Membership Co-ordinator
* Corporate Hospitality Team
* Facilities Manager
* Operational Visitor Experience team members
* Internal and external contractors and technician staff

**Qualifications/Skills and Experience****Essential** * Relevant management qualification/experience
* Experience of senior management or supervisory experience in a similar business
* Friendly and approachable demeanour with excellent interpersonal skills
* Excellent communication and influencing skills
* Flexible approach, able to work evenings/weekends as required
* Able to demonstrate people management, motivation and team development skills
* Experience of team leadership and line management of staff
* Experience of implementing and monitoring budgets
* Experience of working with volunteers
* Commitment to equality and diversity and an understanding of how this commitment applies to this role
* Demonstrable interest and enthusiasm for museums and galleries

**Desirable*** Project management experience
* Experience of retail, marketing or tourism sectors
* Knowledge of collections management best practice
* Personal licence holder, experience of being a Designated Premises Supervisor
 |

**York Art Gallery/Yorkshire Museum Manager**

**Terms and conditions of service**

Health

Prospective employees must be cleared by the Occupational Health Service as medically fit for employment by the Trust.

Probationary period

Appointments are subject to the successful completion of a six month probationary period.

Reporting line

This post reports to the Head of Visitor Experience.

Salary

The salary for the post is YMT SCP 34 (£31,804 pa) to SCP 37 (£34,266 pa).

Annual leave

The annual leave entitlement is 25 days per annum increasing by five days after five years continuous service with the Trust, plus public holidays.

Hours of work

The hours of work are 37 per week.

Period of notice

The period of written notice required for you to terminate this post is 1 month. The Trust will give you 1 month’s notice increasing statutorily.

Pension

You will be enrolled into the North Yorkshire Pension Fund on the first day of employment where your contract is of 3 months duration or more. If you wish to opt out of the pension, you can do so by contacting [www.nypf.org.uk](http://www.nypf.org.uk/)