



## Visitor Services Manager

<b>Hours:</b>	Part Time min 15hrs a week for 2 years
<b>Salary/Fee</b>	£35k pa for 35hr contract - this role offered pro-rata at £15k pa
<b>Type of contract:</b>	Freelance fixed term 24mths contract (extensions subject to funding)
<b>Reports to:</b>	Board of Trustees
<p><b>Overall purpose</b>  Chesham Museum’s Trustees seek a unique individual with a passion for heritage, history and museums and with excellent communication and organisational skills. The Visitor Services Manager will lead the museum volunteer workforce to take the museum forward and to lead its programme and project development whilst ensuring the museums gallery spaces and temporary and peripatetic offer is maintained at the highest standards.</p>	

### Key responsibilities

#### 1. Museum Leadership

- Chair the monthly Museum Management Committee made up of representatives from the following subgroups: curatorial, retail, programming, research etc
- Offer support and leadership to the representatives and leaders of specific areas of work in the development of their projects and programmes.
- Report to the Trustee board on the work of the management committee at its quarterly meeting.
- Oversee the delivery of the Forward Plan for the museum as agreed with Trustees.

- Set and lead priorities for museum development as agreed and set by Trustees.
- Manage spend and income generation against agreed annual budget and targets agreed with Trustees.
- Work with Trustees to identify grants and make applications for funding to support the agreed projects and programmes, managing freelancer support where necessary.
- Liaise with the Arts Council appointed Museum Mentor to ensure training and grant opportunities are accessed by the museum volunteers and that we continue to comply with Accreditation.

## **2. Volunteer management.**

- Develop and promote volunteering roles.
- Manage recruitment and induction of all new volunteers.
- Manage training for all volunteers.
- Organise briefings and welfare catch-up meetings for stewards and manage all requests for support, including expenses claims.
- Organise a minimum of two social events per year to support volunteers.

## **3. Day to day museum management**

- Deal with all enquiries to the museum and signpost to subgroups and individuals appropriately.
- Ensure all day-to-day operations of the museum are running smoothly, including overseeing arrangements for repairs, maintenance etc.
- Manage and contribute to the stewards' rota, ensuring that the museum maintains its 12 hrs a week opening commitment.
- Coordinate with museum subgroups provision of activities and tasks for stewards.
- Act as Town Hall main contact.

## **4. Marketing and PR**

- Ensure website, social media and print media are updated as necessary, working with our social media volunteers and website manager.

## **5. Exhibitions and programming**

- Manage the coordination and development of an **annual exhibition**. Coordinate the work and contributions of all subgroups to ensure it is delivered on time and on budget.
- Manage the coordination and development of a more **accessible museum offer** to attract new audiences, especially those from diverse communities. Coordinate the work and contributions of all the subgroups to ensure it is delivered on time and on budget.
- Manage the coordination and development of the **public programme** for key audiences, including families, older people, and adults. Coordinate the work and contributions of all subcommittees to ensure it is delivered on time and on budget.
- Work with Trustees to align the museum with strategic opportunities in Chesham, to ensure museum and heritage are featured in its future regeneration.

### Current Museum Structure

