

Museum Officer (Operations and Retail) Part Time (0.8)

£22,400 per annum (£28,000 pro rata)

The Museum of Royal Worcester is an independent museum and charitable trust celebrating 250 years of Worcester's porcelain heritage in ceramic design, skill and innovation. We work to inspire, surprise and delight people across the world with Worcester's porcelain heritage, sharing this with future generations from its home in the heart of Worcester. The Museum is located in historic premises in Severn Street opposite the regenerated Royal Porcelain Works site and minutes from the centre of Worcester and the River Severn.

The Museum Officer will play a vital role in the smooth functioning of the museum's daily visitor experiences and operations. This position requires a dynamic individual who enjoys a varied role working across visitor experiences including, group visits events, retail, our paint your own pottery studio and site facilities. The role requires a combination of organisational and management skills, customer service expertise, and retail management experience to deliver to and enhance visitor satisfaction.

You will join our dedicated team supporting every aspect of our welcome for visitors, the role would suit individuals with excellent interpersonal skills and an interest in growing our visitor audiences, retail offer and experiences. You will bring energy, flexibility, and creativity, and a collaborative approach to achieving outcomes and enhancing our income generating activities.

Benefits include discounted shop and studio purchase and a membership pension scheme. Annual leave is 28 days pro rata including Bank Holidays.

To apply, please email a CV and covering letter to the Museum's HR Consultant Deirdre Myers at deirdre@mh-humanresources.co.uk

Closing date: 6 March 2025

Interviews will be held: 18 March 2025

Job Description

Overall purpose of role

The Museum Officer is responsible for the day to day running of our visitor experience including staff management, the delivery of the museum's retail, paint your own pottery studio, group visits, events programme, and the day to day upkeep, safety and security of the Museum. The role supports staff in working with diverse audiences, delivering to health and safety standards and customer requirements and reports to the Museum Director.

Key tasks and responsibilities

- Manage the day to day running of the museum shop, pottery studio, group visits and events, including Front of House staff and volunteer management.
- Build and develop the group, events and retail income generation.
- Manage the operational requirements for the venue, visits, events, exhibitions and activities to deliver excellent customer service, providing hands on support as required
- Maintain the security, safety and upkeep of the facilities, building and site.

Retail, Studio

- Inspire and manage the team to reach targets for retail, hire, admissions and events
- Manage stock control, monitor and introduce new product lines. Make recommendations for improvements and work closely with the Development Manager on licensing.
- Monitor sales performance and report on trading retail and studio activities
- Collaborate with the Finance Team on stock taking procedures and reporting
- Work with the Development Manager on promoting and marketing the retail offer and pottery studio and its events
- Manage digital epos, ticketing and payment systems liaising with third party providers as required.

Staff Management



Role Description and Person Specification

- Motivate, manage and support the Front of House Museum Assistants, Museum and Events Assistant, Sessional Staff and Volunteers. Monitor performance and facilitate employee learning and development.
- Oversee and manage the staffing rotas for daily museum operations and the pottery studio.
- Monitor and improve operational systems including digitising processes and providing training
- Work with colleagues and external providers on the recruitment, onboarding and management of volunteers.

Groups, Activities, Events and Venue Hire

- Manage the organisation of museum workshops, events and hire: including private events, corporate functions, educational and community activities, working with collections, learning, finance and development staff as required.
- Manage group visits and activities ensuring smooth operations, anticipating needs and resolving any issues.
- Supervise events catering ensuring activities adhere to food hygiene and compliance standards.
- Manage the Front of House activity including the Museum and Events Assistant and Front of House Team and deliver the logistical aspects of events such as scheduling, room bookings, catering, and AV equipment, ensuring all details are addressed for a successful event.
- Track event budgets, expenses, and ensure that events are delivered within financial parameters.
- Co-ordinate the evaluation and monitoring of activities, providing reports as requested by the Director, Finance Manager and Development Manager.
- Work with the Collections Team, Development Manager and Director to support the planning, delivery, development and success of Museum programmes.
- Develop event timelines and ensure all staff, contractors, and partners are aware of their roles, responsibilities and relevant policies.
- Work with the Development Manager to promote museum events and group offerings through digital and print media. Assist in creating promotional materials, including brochures, emails, and online content, to attract potential clients and groups.
- Work with the Development Manager to support the co-ordination of the Friends membership scheme and events.

Site Management

- Assist in the day-to-day site, utilities & facilities management
- Act as the Health and Safety Officer including reporting and incidents procedures, risk assessments, carrying out drills and testing, organising museum staff training as required.
- Deliver routine checks, monitoring and ordering supplies, arranging service checks and maintenance.
- Act as Duty Manager and on occasion to provide emergency cover.
- Undertake Safeguarding Officer duties and training
- Monitor the intruder and fire alarms, acting as a keyholder and point of contact
- Organise repairs and services and liaise with site and maintenance contractors, working with the Director to ensure works are delivered to contracted and agreed standards
- Coordinate all cleaning schedules and activities including supervising external cleaning contractors

General Duties

- Ensure all data is stored and handled in accordance with GDPR and company policy and procedures
- To be familiar with and implement the Museum's policies including Customer Service, Equal Opportunities, Safeguarding and Health and Safety policies
- Observe procedures, measures and guidance for security and care of collections and archive material as instructed by the Museum Director and collections staff
- To undertake training and development considered necessary for the role.
- Regular evening and occasional weekend work will be required for which flexible working/time off in lieu will be provided.
- Any other duties as may reasonably be required by senior management and trustees.

Museum Officer

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Qualifications	<ul style="list-style-type: none"> • Good standard of education, including GCSE Grade C or above in Maths and English 	
Experience	<ul style="list-style-type: none"> • Experience of retail management • Experience of organising events and activities for a wider range of audiences • Experience of managing staff and volunteers • Experience of managing digital ticketing/epos systems • Experience of reporting on performance of products and teams • Experience of improving retail income • Experience of budget tracking and monitoring • Experience of working with third party contractors and suppliers 	<ul style="list-style-type: none"> • Experience of working in the museum or heritage sector • Experience of facilities and site management • Experience of producing content for marketing products and events
Skills and knowledge	<ul style="list-style-type: none"> • Volunteer and staff management skills. Able to inspire and motivate a team. • Excellent customer service skills • Excellent interpersonal skills engaging with the public and supporting staff • Excellent communication skills. • Competent in uses of digital technology and use of EPOS systems • Knowledge of basic Health and Safety Legislation including food 	<ul style="list-style-type: none"> • Knowledge of the Gift Aid scheme



Role Description and Person Specification

	<p>hygiene and events compliance requirements</p> <ul style="list-style-type: none"> • Knowledge of risk assessments 	
Personal attributes	<ul style="list-style-type: none"> • Professional, polite, and reliable • Friendly, personable • Enjoys working with a wide range of people • Flexible, able to think creatively, solve problems and manage conflicting priorities • Attention to detail and maintaining standards • Willing to improve and develop • Ability to work in a team and on own initiative 	
Other	<ul style="list-style-type: none"> • Working days and hours are typically Tuesday to Friday 9 - 5 • Must be able to commit to one or two evenings a week usually term time and occasional weekend work for events and cover. • A commitment to the Museum's purpose and values 	