



**Kilmartin Museum Redevelopment Project  
Trading and Operations Manager  
Job Description**

**Salary: £25,000 p.a.**

Post is subject to final confirmation of funding

**Job Purpose**

The post holder will be responsible for managing and marketing all aspects of the operations of the Museum including visitor reception, café and shop.

**Responsibilities**

Working closely with the Director/Curator, finance staff, Café Manager and Visitor Services staff to manage all aspects of the visitor experience for Kilmartin Museum.

**Timescale**

This post is required in the year before the Museum closes for a major Redevelopment and during the 18-month construction period.

The post is temporary until February 2021, and subject to funding. A post for Visitor Experience and Operations will be created in January 2021 for which the holder of this post will be eligible to apply.

**Tasks:**

- Support and enable the Café Manager to deliver an income-generating café experience and additional catering events.
- Oversee Museum operations, including museum reception, to ensure an exceptional visitor experience.
- Oversee the retail operation ensuring all products are sourced and priced to deliver a profit whilst retaining the ethos of the Museum.
- Design and deliver all marketing support required to promote the museum, café and events.
- Identify opportunities to maximise use of the museum facilities to deliver additional income.
- Manage all costs within budget including staffing costs.
- Manage all aspects of the public and staff areas of the Museum site, ensuring they are maintained to an acceptable standard and issues are resolved promptly and with minimal impact on visitors and staff.

- Manage rental property and leases.
- Manage Health and Safety of visitors and employees, including first aid.
- Act as site Duty Manager.
- Manage out of hours' alarm response.
- Work with the Project Manager and Co-ordinator to plan and manage the process of temporary relocation of offices and decant of trade operation.
- Responsible for overseeing human resources, policies and procedures.
- Income generation through fund raising and other means.
- Manage the annual maintenance schedule and budget, and the process of rectifying facilities issues including IT.

## **Person Specification**

### **Essential Requirements**

- Experience of operating a tourism/visitor attraction including retail and catering aspects
- Retail experience
- Excellent customer service skills
- Proven effective manager, able to motivate and develop a team
- Proven marketing experience
- Ability to take responsibility and problem solve
- A team leader able to manage and motivate staff to achieve business plan goals and offer outstanding customer service
- Excellent organisational skills, including multitasking and time-management
- Excellent numeracy skills including the ability to analyse and present financial and other commercial data as required
- Experience of facilities management
- Human resources
- Fund raising and income generation experience
- Proven record of excellent IT skills including Microsoft Office, and use of the internet and email systems.

### **Desirable Requirements**

- Knowledge of and interest in museum and cultural sector issues
- Experience of working with senior managers and board members
- Experience of working with volunteers
- Experience of human resources management
- Experience of a large-scale business/organisation relocation
- Good understanding of the challenges of running a social enterprise/cultural organisation with commercial elements in a rural area on a limited budget.