**Job Description**

**Post: Museum Operations Officer**

The Museum Operations Officer will play a vital role in ensuring the continued delivery of the Museum’s strategic aims and objectives through:

* overseeing the daily operations of the Museum to ensure its smooth running;
* being a team player and a problem solver, able to involve others as necessary in order to achieve practical solutions;
* supporting front desk volunteers, coordinating events, optimizing visitor services, and ensuring compliance with safety and operational policies; and
* working closely with the Museum Curatorial Officer where appropriate.

**Main Duties and Responsibilities:**

**Staff, Volunteer and Building Management**

* Oversee the day-to-day operations of the Museum, ensuring a high standard of visitor experience;
* Support front desk volunteers and, if necessary, fill gaps in the front desk rota from time to time. In due course to draw up rotas and oversee their operation;
* Ensure the Museum’s facilities are well-maintained, liaisingwith service providers and contractors as necessary and reporting any issues to the Management Committee;
* Monitor compliance with health, safety and accessibility regulations; and
* Assist the Treasurer with the day-to-day finances of the Museum

**Marketing and Business Development**

* Form strong professional links with other visitor attractions in Richmond;
* Attend any events which further the interests of the Museum in the local area;
* Collaborate with the Curatorial Officer to coordinate exhibitions, events, engagement and educational programs;
* Lead on marketing and outreach initiatives in support of the museum’s engagement programme;
* To assist as required with the planning of, and attendance at, any events which further the interests of the Museum in the community;
* Analyse visitor data and feedback to improve operational strategies; and
* Monitor and maintain the Museum’s website and social-media presence.

**Other Duties**

* To keep abreast of, and apply for, appropriate grants and funding to further museum sustainability;
* To be aware of the current Museum Accreditation procedure;
* To attend training courses or seminars as agreed on the work and role of the Museum, and in furtherance of their own professional development; and
* To contribute to newsletters and press releases about the activities of the Museum in consultation with the Management Committee.

**Qualifications and Attributes:**

**Essential**

* A commitment to promote and improve the Museum regionally and nationally;
* A strong team player;
* Experience in devising and overseeing operational systems.

**Preferred, but not a pre-requisite**

* Experience with event planning, fundraising and logistics.

**Role Details**:

Part-time contract on self-employed basis.

To start in January 2026.

9-month fixed term contract in the first instance, with the possibility of extending the term.

**How to apply**

**Interested candidates should submit a CV and covering letter, with the names of 2 referees, to the Secretary of the Trustees, John McCormack, at:** jfmccormack@btinternet.com