

HEAD OF OPERATIONS

The Postal Museum

Following an extensive capital project, The Postal Museum opened to the public in July 2017. Offering two experiences in one, The Postal Museum exhibits the story of British postal history while at Mail Rail visitors can board a subterranean ride on the old Post Office Underground Railway. Our new museum and attraction enables us to showcase the extraordinary stories from five centuries of one of the country's most iconic services, grow our educational charity work and fundamentally change the way we engage with our audiences. The Postal Museum welcomes around 170,000 visitors a year, along with a further 400,000 through our public events programme, digital and outreach offers. The Postal Museum and Mail Rail represents a significant addition to London's cultural landscape.

The Head of Operations is responsible for delivering a fantastic visitor experience, to the highest standards of safety, in an immaculate environment in our new museum.

Based: Central London

Salary: Competitive, based on experience

Direct Reports: Senior Visitor Experience Manager, Head of Technical Services, Box Office Manager

Indirect Reports: Visitor Experience Managers, Estate Operations Manager, Team Leaders, Coordinators, Drivers and Hosts

Budgetary Responsibility: circa £2m

Reports to: CEO

Contract: Full-time, Permanent

Purpose of the Job

- To take overall responsibility for the development and day-to-day delivery of an exceptional visitor experience both on-site and via Box Office
 - To meet the highest levels of customer satisfaction, operational reliability and safety on a day-to-day basis by delivering best practice across all aspects of the on-site visitor experience.
 - To ensure high standards in Facilities Maintenance, Health and Safety, Security and Compliance
 - To oversee emergency planning and business continuity and act as the Chair of the Business Continuity Management Team
 - This role forms part of the Executive Team and, as such, plays a key role in the development of strategy and planning, and models good leadership for the rest of the organisation
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Person Specification

QUALIFICATIONS

(Essential criteria)

- Educated to a degree level or equivalent professional experience

(Desirable criteria)

IOSH/NEBOSH qualified

KNOWLEDGE & EXPERIENCE

(Essential criteria)

- Demonstrable experience of leading customer facing service delivery, in a senior management position
- An evidenced track record of improving customer service levels and ensuring a high delivery standard

- Experience of managing large teams with diverse areas of expertise including staff development, coaching and mentoring
- Demonstrable experience of delivering outcomes through others
- Demonstrable experience of business planning and managing budgets in excess of £500k
- Experience of procuring and overseeing outsourced contract management and ensuring delivery to the highest possible standards of safety and performance
- Experience of general project management
- Demonstrable knowledge of the legislative and Health & Safety framework for visitor attraction and/or publically accessible leisure facilities and an ability to understand and evaluate complex safety related issues in visitor attractions
- Experience in the management of complex operating/safety systems that interface with the public
- Demonstrable knowledge and experience in best practice in relation to duty management, emergency planning/response and service recovery.

(Desirable criteria)

- Experience of working within the museum/heritage/visitor attraction sector
- Experience of managing ticketing/bookings services
- Experience of client or supplier side total facilities management
- Experience of managing within a Rides or Theme Park environment
- An evidenced track record of developing existing and introducing new revenue streams

SKILLS

(Essential criteria)

- Excellent written and verbal communication skills
- Effective influencing and negotiating with staff, peers and stakeholders
- Leadership; setting strategic objectives, creating vision and imbedding resilience
- Inspire and motivate a large and diverse team

PERSON

- Flexible, positive attitude and ability to work on own initiative
- Ability to work across teams, demonstrating a joined-up, fully integrated approach to working in a complex organisation
- Resilience and ability to cope under pressure

JOB DESCRIPTION

Key Responsibilities and Duties:

Visitor Experience;

- Admissions, retail sales, formal and informal engagement, care of visitors, customer satisfaction

The Mail Rail Ride;

- Driving, controlling, batching, safety, train & track maintenance, capital projects, Ride availability, ADIPS accreditation

Box Office;

- Bookings, groups, schools, administration of ticketing system, reporting, admin support, switchboard & enquiries

Estates;

- Cleaning, waste, pest control, facilities management, exhibition maintenance, insurance & compliance
- Business continuity and service recovery; chair BCMT;
- Emergency planning
- Operational planning and best practice
- Health & Safety and Security
- Event support services
- Business owner for ReCreateX (ticketing, retail and resource management system)
- Stakeholder management; Taylor Wimpey & Royal Mail
- Executive team; leadership, strategic objectives, KPIs
- Line management; large team with diverse areas of delivery
- Operational business planning and budget management
- Project management
 - Contract management; outsourced services



The postholder will be expected to monitor and report on their work as directed by their line manager.

The postholder will be expected to work to office guidelines on manual handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

WORKING HOURS

The working hours shall be 35 per week, inclusive of meal breaks. These are usually flexible across the week and will be agreed in advance with the line manager, in line with The Postal Museum's policies. Some out of hours working will be required to support events and weekend openings, and this will be notified in advance. You will also be the first point of contact for emergencies, in line with the Business Continuity Plan. Time off in lieu will be awarded in line with The Postal Museum's policy. Variations of the hours can be made at the discretion of the line manager.