



The  
Postal  
Museum

# Trustee Recruitment at The Postal Museum



## A message from the Chair of the Board of Trustees

Dear Applicant

Thank you for your interest in joining the Board of Trustees of The Postal Museum. The Postal Museum is an award-winning, Accredited and independent museum in London. Located in Farringdon we tell the story of postal communication and its impact on a global society.

We opened the museum in 2017 and have quickly become a must-visit destination with over 130,000 visitors a year. Our vision is to use our collection to explore stories around communication, and to inspire everyone to make richer and more meaningful connections in their lives. We are here to ensure that a vital part of our national heritage can be enjoyed by a wide range of visitors and is protected and sustained for future generations. We have a talented and experienced senior management team and a Board of Trustees who have seen the museum established and who have helped it to develop, grow, flourish.

New trustees will join our Board at an exciting time as we start to plan for our 10th anniversary and continue to deliver our strategy which focuses on extending our reach and increasing our impact. The museum has a high profile locally and nationally and is ambitious for the future. With this in mind we are looking for applicants who not only have the right blend of relevant skills and experience to fulfil the role of trustee but who are also genuinely enthused by our collections and by this unique opportunity.

Our aim is to recruit up to 10 new trustees over the next 2 years. We are particularly looking right now for a new trustee with experience in finance. Previous Trustee experience is not necessary, and we would welcome the opportunity to diversify our Board in all characteristics.

Please take the time to consider our recruitment pack. If you would like to be part of a friendly and ambitious team and are inspired by vision and our plans for the future we would love to hear from you.

**Sue Wilkinson**  
**Chair of Board of Trustees**

If you have any questions about this pack or need it in an accessible format, please contact [trustees@postalmuseum.org](mailto:trustees@postalmuseum.org)

## Introduction to the museum

**The Postal Museum is the public identity of the Postal Heritage Trust, an independent charity created to protect and share our rich postal history and heritage.**

**The Postal Heritage Trust started in 2004, but our origins date back much further.**

Our vision is to use our collection to explore stories around communication, and to inspire everyone to make richer and more meaningful connections in their lives.

We are an award-winning, Accredited and independent museum in receipt of long-term investment from Royal Mail Group and Post Office Ltd; we are also one of Arts Council England's National Portfolio Organisations (NPO). The investment from these three key partners gives us a strong foundation but we are very aware that being successful and sustainable requires us to ensure that the experience of visiting the museum in 2034 remains as fresh, exciting and inspiring as it is today; we therefore have a strong focus on developing our commercial arm and our fundraising capacity. This is only possible with the support and help of our Patrons, supporters and local partners; we have strong relationships in place across the sector and with our local councils, Camden and Islington, who recognize the benefits for residents of all ages that this museum can provide.

We opened the museum in 2017 and have quickly become a must-visit destination with over 130,000 visitors a year. Alongside hands-on exhibitions exploring over 500 years of British Social and Communications history, visitors can experience Mail Rail which takes them on a subterranean ride through the tunnels of the old Post Office Underground Railway. We have a very popular children's play space; Tunnel Walks under the streets of London; a very high-quality programme of events and activities for people of all ages and on-line content which reaches more than 1 million people a year.



**“it’s awesome. The best I’ve ever been to.....fun for all ages and all mine would happily go back in a heartbeat”**

- Review of the museum posted on Mumsnet in January 2024



As well as running the museum we care for hundreds of thousands of objects and stories. In our collection you can find everything from vehicles, uniforms, pillar boxes and stamps. We use these to tell an incredible story of innovation, engineering and social history. We have won or been shortlisted for over 20 new industry awards in the past 5 years, including being a runner-up for one of the most prestigious sector awards, Art Fund's Museum of the Year.

## STRATEGIC OBJECTIVES

We have 5 strategic objectives which are shaping investment and activity for the next 3 years and 4 core values which shape how we will deliver these.

- To create welcoming experiences for anybody to connect with the museum and each other
- To collaborate creatively to deliver content that meets our audience's needs
- To look after, develop and be curious about our collections to ensure that the story of postal communication is relevant, inspiring and inclusive
- To minimize the environmental impact of our activities and communicate effectively about our environmental responsibility
- To develop a sustainable and dynamic business model to enable us to work as a charity

## OUR VALUES

- Be open and generous in spirit and action
- Deliver innovation
- Communicate our stories with clarity and playfulness
- Be curious about people's stories and experiences



## The role of the board

The Museum is a charity. Our Board of Trustees provide the governance framework for the service and approves the strategic direction of the museum with day-to-day management delegated to the Executive led by CEO, Laura Wright who oversees Heads of Collections; Exhibitions, Access and Learning; Operations and Commercial; Marketing and Development; Finance and Resources; and HR. Together, she and her team manage a staff of 100.

Our role is to ensure that the charity has a clear direction and purpose. We are responsible for setting clear objectives, establishing priorities, safeguarding the assets (money, property, staff, equipment) and using them effectively and exclusively to benefit those the charity exists to help. Where day-to-day management and operations are delegated to staff or committees, the Board remains ultimately responsible for appointing and supervising staff and for generally ensuring that the organisation is well managed and operates within agreed policies, the law and its budget.

The wider responsibilities of trustees to TPM are set out in the Trustee handbook which is regularly updated and available to all Board members.

The Board meets 4 times a year from 3-5pm in person at the museum; we may arrange up to 2 trustee awaydays a year in addition to the regular meetings. Trustees may claim reasonable expenses for attending these meetings.

We have an expectation that Trustees will also join Committees and sub-groups of the Board. At present we have 3 sub-committees of the Board all of which are Chaired by a Board member and meet virtually throughout the year. These are:

- Audit and Finance
- Museum Collections
- Board Nominations

We also have 2 subsidiary trading companies: Postal Heritage Services LTD for our archives and record management services and Postal Heritage Trading LTD for commercial activities. Sub-Groups and working groups may be set up from time-to-time to lead on and work with the Executive on specific issues.

The museum regularly changes its exhibitions and runs a wide range of events. We hope that trustees will get to know the staff and will try to support on-site and on-line activities where possible.

## Trustee person specification

We are looking for new Board members to join us who can:

- Challenge and progress our strategic plan
- Support the Executive in delivering it
- Support stakeholder engagement and fundraising

We have 1 specific area of skill and experience which we currently need on our Board:

- **Financial management and auditing**

In addition to the statutory duties of a trustee and the skills and experience listed above we are looking for people who can also meet the following requirements:

- Commitment to the organisation and support for its culture and values
- Willingness to devote the necessary time and effort needed to discharge the responsibilities of this role
- Strategic vision and good judgement
- Good listening skills together with a willingness to speak your mind
- Ability to work effectively as part of a team
- Knowledge and understanding of charity governance
- Adherence to the Nolan Principles of public life i.e. selflessness, integrity, objectivity, accountability, openness, honesty and leadership



# How to apply

## GET IN TOUCH

Before applying to be a trustee, you may wish to have conversations with either Laura Wright, CEO or Sue Wilkinson, Chair.

Laura is available to give more information and can be contacted by email:  
[laura.wright@postalmuseum.org](mailto:laura.wright@postalmuseum.org)

Sue is available for any questions and can be contacted by email:  
[trustees@postalmuseum.org](mailto:trustees@postalmuseum.org)

## SEND YOUR APPLICATION

Applications should then be sent by email to [trustees@postalmuseum.org](mailto:trustees@postalmuseum.org)

Your application should include:

- A **CV** including a full employment history showing responsibilities held and relevant achievements; an email and mobile phone number and the contact details for 2 referees
- A **covering letter** (1 side of A4) telling us why you are interested in being a trustee at The Postal Museum and what skills you would bring to the Board.

Please don't hesitate to get in touch and we look forward to hearing from you.