



## **VISITS & COLLECTIONS MANAGER**

**Post:** Visits & Collections Manager (25 hours per week)

**Responsible to:** Strategic Manager

**Working location:** Epworth Old Rectory (EOR)

**Salary:** £29,899 per annum pro rata (£20,202 per annum)

### **Job Profile:**

- To welcome visitors to EOR
- To be responsible for management, display, interpretation, conservation and care of the museum collection
- To work in partnership with the Outreach, Learning and Engagement Manager, to increase access to the collection and its related stories and to bring new audiences to EOR
- To lead on Museum Accreditation processes
- To recruit, train and supervise volunteers in dealing with visitors and support collections management
- To develop and help deliver an events programme, including online events
- To develop and maintain the website
- To lead on the promotion of EOR via social media and other marketing opportunities
- To support partnership work
- To work collaboratively with EOR team & Friends of EOR

### **Key Responsibilities:**

- Manage individual and group bookings and tours, seeking to grow visitor numbers.
- Ensure that set standards of presentation, key procedures and the safety of the visitors are maintained.
- Increase onsite visitors to Epworth Old Rectory, through delivery of an annual programme of events.
- Work with colleagues to grow new and existing audiences within the Methodist, heritage, learning and wider cultural sector, including those audiences that are hard to reach and have protected characteristics.
- As applicable, support the delivery of grant-funded projects.
- Manage the volunteers, including recruitment, supervision, information systems, training and development for individuals and key roles and management of rotas.

- Oversee all aspects of the management, documentation, care and conservation of the collection in line with the Accreditation Standards. Lead on the process of reaccreditation when applicable.
- Undertake website development to grow new audiences.
- Lead on social media, marketing and PR plan and its implementation.
- Provide professional advice to the Trustees and CIO on collections management and heritage sector best practice.
- Ensure excellence in museum interpretation in line with professional standards.
- Develop an exhibition programme using the collection, relevant themes and special anniversaries and including online engagement to reach wider audiences, including international audiences.
- Oversight of the Shop to increase revenue / spend per head and develop stock lines.

**Job Specification, Skills, Education and Experience:**

Competency area	Skill/experience	
	Essential	Desirable
<u>Ensures Accountability</u> - Holding oneself and others accountable for meeting commitments	<ul style="list-style-type: none"> <li>• Experience in collections management in Accredited Museum setting</li> <li>• Knowledge of Spectrum standards</li> <li>• Research skills</li> </ul>	<ul style="list-style-type: none"> <li>• Museum Studies/Conservation qualification</li> </ul>
<u>Customer Focus</u> - Building strong customer relationships and delivering customer-centric solutions	<ul style="list-style-type: none"> <li>• Experience in face-to-face public engagement with a wide range of groups and individuals</li> <li>• Experience in volunteer management</li> <li>• Teamwork skills and the ability to build and develop relationships</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in supporting researchers</li> </ul>
<u>Collaborates</u> - Building partnerships and working collaboratively with others to meet shared objectives	<ul style="list-style-type: none"> <li>• Relevant experience of working in partnership and with stakeholders, within a museum or heritage organisation</li> <li>• Teamwork skills and the ability to build and develop relationships</li> </ul>	
<u>Communicates Effectively</u> - Developing and delivering multi-mode communications that convey a clear	<ul style="list-style-type: none"> <li>• Experience of effective engagement with diverse audiences using various</li> </ul>	

understanding of the unique needs of different audiences	<p>media, including social media, podcasts etc</p> <ul style="list-style-type: none"> <li>• Experience in developing websites, marketing and PR</li> <li>• Influencing and negotiation skills</li> </ul>	
<p><u>Cultivates Innovation</u> - Creating new and better ways for the organisation to be successful</p> <p><u>Action Orientated</u> - Taking on new opportunities and tough challenges with a sense of urgency, high energy and enthusiasm</p>	<ul style="list-style-type: none"> <li>• Experience in developing growth in audiences</li> <li>• Experience in developing interpretation plans</li> <li>• Flexible and can-do attitude offering solutions to problems</li> </ul>	
<u>Resourcefulness</u> - Securing & deploying resources effectively and efficiently	<ul style="list-style-type: none"> <li>• Project management skills</li> </ul>	
<u>Other requirements</u>	<ul style="list-style-type: none"> <li>• The role is subject to a satisfactory DBS check</li> <li>• The successful applicant will need to take Foundation and Advanced level Safeguarding training of the Methodist Church</li> </ul>	<ul style="list-style-type: none"> <li>• Sympathy with the Christian faith</li> </ul>