

# Sheffield Museums Trust

## Job Description

- Job Title:** Head of Operations
- Responsible to:** Director of Finance and Resources
- Responsible for:** Site Managers  
Visitor Fundraising Manager  
Facilities & Safety Manager/Health & Safety Officer
- Liaises with:** All SMT employees and departments  
External contractors

### The Job

The purpose of the job is to:

- oversee multi-site operations, ensuring all facilities are well maintained, safe and compliant with relevant regulations across the Sheffield Museums Trust
- be responsible for ensuring the safe, secure, efficient and sustainable operation of buildings, facilities and services.
- lead and develop the Visitor Experience and Visitor Fundraising teams in delivering a high quality, welcoming and informative visit for audiences.
- lead, develop and implement operational improvements to enhance the visitor journey and accessibility across all sites.

### The Bigger Picture

You will:

- support the Director of Finance and Resources in developing and directing strategy towards the sustainable and effective operation of buildings, facilities and services.
- oversee the planning and management of Planned Preventative Maintenance (PPM) and Health and Safety compliance.
- maintain an overview of existing and incoming legislation and regulations on health and safety and maintain an overview of compliance with health and safety standards, ensuring that policies and practices are appropriate and are adhered to.

- overseeing the setting of Operational budgets and H&S budgets over multi-sites ensuring cost efficiency while maintaining high service levels.
- agree donation targets, adopt developmental strategies and key performance indicators with the Director of Finance and Resources and ensure that these are regularly reported on, monitored and achieved.
- develop business continuity and risk management plans, ensuring resilience across all sites.
- oversee procurement and contract management, ensuring value for money and compliance with procurement policies.
- implement and review facility management systems to enhance efficiency.
- support Site Managers and the Visitor Fundraising Manager to lead and develop a positive and effective visitor-focussed team culture that facilitates an excellent museum experience for every visitor.

## **The Day to Day**

You will:

- developing and building a teamwork ethos, regularly communicating and working with Managers to ensure that our sites and facilities are maintained to appropriate standards.
- work with the Facilities & Safety Manager to develop a positive health and safety culture throughout the Trust.
- lead on the tendering processes for significant site management contracts.
- oversee significant capital maintenance projects.
- line manage the Site Managers, Visitor Fundraising Manager and Facilities & Safety Manager/Health and Safety Officer, ensuring excellent customer service
- be responsible for the training and development of the team and to undertake training and development as required.
- be available for out of hours emergency call out at all sites as appropriate.
- be responsible for your own safety, the safety of colleagues and visitors, taking all appropriate measures required to maintain the security and safety of collections, buildings and people.
- manage relationships with local authorities, contractors and service providers
- undertake any other reasonable duties that may be required by the post holder.

## Person Specification

<b>Job Title: Head of Operations</b>				
<b>Department: Finance &amp; Resources</b>				
	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>	<b>Shortlisting Criteria</b>
<b>Qualifications &amp; Training</b>				
IOSH or NEBOSH certification		✓	AF/I/C	
A leadership or management qualification		✓	AF/I/C	
<b>Experience</b>				
Experience of multi-site venue management	✓		AF/I	✓
Ability to translate strategic aims into operational practice	✓		AF/I	✓
Experience of putting procedures and resources in place that improve operations.	✓		AF/I	✓
Experience of budgetary management and income generation	✓		AF/I	✓
Experience of managing and motivating staff teams.	✓		AF/I	✓
Experience of staff training and development.		✓	AF/I	✓
Experience of scheduling procedures, including experience of capital project works/management	✓		AF/I	✓
Experience and knowledge of estate, facilities and transport management.	✓		AF/I	✓
Experience of tender and quotation process.	✓		AF/I	✓
Experience of current trends in visitor experience.		✓	AF/I	
<b>Knowledge</b>				
Project management skills.		✓	AF/I	
Computer literate with knowledge of office applications	✓		AF/I	
Working knowledge of Health and Safety legislation	✓		AF/I	✓
Knowledge of sustainability and environmental practices in public buildings		✓	AF/I	
<b>Skills</b>				

Excellent interpersonal skills including the ability to persuade and negotiate	✓		AF/I	✓
Ability to manage competing demands on time and within resource.	✓		AF/I	✓
Ability to work independently, managing own workload to tight deadlines	✓		AF/I	
Able to engage and motivate a team to meet specific outcomes	✓		AF/I	✓
<b>Behaviours</b>				
Highly motivated with a desire to see projects through.	✓		AF/I	
Strong commitment to team working	✓		AF/I	
Pragmatic and creative approach to problem solving.	✓		AF/I	
Committed to delivering an excellent visitor focused experience.	✓		AF/I	✓
Flexible approach to working hours.	✓		AF/I	
<b>Additional requirements of the role</b>				
Willingness to work across all sites as required.	✓		AF/I	✓
Be available for out of hours emergency call out at all sites as appropriate	✓		AF/I	✓
The post holder must hold a valid UK driving licence and have daily access to a vehicle to travel throughout the city	✓		AF/I/C	✓
Advocate on behalf of the Trust to support our fundraising objectives, promote our work and signposting supporters to donation channels, as appropriate.	✓		AF/I	✓

AF = Application Form

I = Interview

C = Certification

Date Reviewed	05 March 2025
Reviewed By	VK