



Role Profile

Job Title:	Operations Manager
Department:	Operations (Museum Operations Directorate)
Reporting:	General Manager
Location:	Portsmouth Harbour Sites
Date:	October 2020

NMRN Vision and Mission

Vision: To be the world's most inspiring Naval Museum

Mission: Inspiring learning, enjoyment and engagement with the story of the Royal Navy, and its impact in shaping the modern world.

Primary Job Purpose

To support the General Manager, PHD and General Manager, Gosport in managing the whole visitor experience across the Portsmouth Harbour sites.

To lead the team in delighting and inspiring our visitors.

Lead and empower the team of Visitor Experience Managers to support their teams to be positive role models helping those around them adapt to a changing world and innovative ways of working, ensuring KPIs and stretch business targets are achieved.

To develop opportunities to improve commercial performance at the same time as driving efficiencies, directing resource and action to address areas of concern.

To ensure we provide a safe environment for all working and visiting the site.

Decision making authority and freedom to act

To make decisions on the day to day operational management of the site.

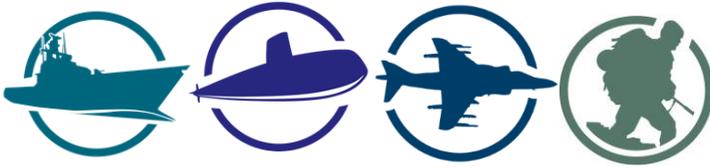
Responsible for the rota management of the Visitor Experience Managers and ensuring appropriate cover is in place across the Portsmouth Harbour sites, utilising the Acting Visitor Experience Supervisors, when required.

To project manage as delegated.

Contribute to the delivery of the Corporate Plan.

Financial responsibility

To work with the Resources Directorate to ensure accurate and timely financial reporting and forecasting within area of delegated authority (Band F).



To operate within the NMRN budget for staff costs and non-staff costs.

To carry out routine spot checks (including safe counts) to ensure financial procedures are being followed.

To ensure all money collected on site is reconciled and banked in accordance with NMRN financial policy.

To ensure all colleagues within the team comply with NMRN finance and procurement policies.

Information systems

Leads team meetings.

To produce reports as required.

To monitor business, stretch targets and react accordingly.

To ensure all information systems are operated in accordance with NMRN policy and procedures and comply with the General Data Protection regulations (GDPR).

People management

Is a role model of NMRN values and behaviors whilst at all times acting to enhance the National Museum's reputation and ensuring its collections are protected for future generations.

Leads and manages a single Visitor Experience Manager Team across the Portsmouth Harbour conurbation sites.

Motivates, inspires and influences others, providing effective line management support to individuals and the team to develop and reach their full potential.

Identifies learning and development opportunities for individuals and teams, and ensures team resilience in skill sets through succession planning.

Effectively delegates to support individual and team development to achieve team and strategic objectives.

Ability to adapt management style, when required.

To be a customer service role model for all colleagues.

To set SMART objectives and provide regular feedback to direct reports through the NMRN check in and appraisal process.

Developing knowledge of own work area to positively share with colleagues.

Ability to work within and effectively contribute to a variety of teams.

Communication and relationships

Chairs duty management team meetings.



Supports Programming initiatives.

Works with colleagues across the Museum.

Ability to positively represent the Museum to external organisations, building networks and relationships and keeping up to date with issues affecting the sector.

Knowledge, Skills and Experience

Subject	Mandatory
Knowledge	<p>Management role in tourism, museum or heritage organisation.</p> <p>Knowledge of retail and catering operations, including use of EPOS systems for ticketing, retail and catering.</p> <p>Involvement with public events and corporate functions, including an understanding of entertainment and licencing regulations.</p> <p>Demonstrable understanding of both customer service and customer care principles.</p>
Experience	<p>Experience of leading a team and ability to motivate a team, especially in times of change.</p> <p>Working in a customer focused environment.</p> <p>Experience of rota management.</p> <p>Budget management responsibility.</p> <p>Track record of delivering an outstanding customer experience.</p> <p>Strong communication skills, with an evident enthusiastic and inspiring manner.</p> <p>Experience of working in a complex multi stakeholder organisation.</p> <p>Ability to work independently and organise and prioritise workload to meet changing demands and comply with tight deadlines.</p>

These are a guide to the contents of the main job and the skills and experience required. (This is not intended to be a task list). It is inevitable that the job content may change over time, and post holders are normally consulted about any significant changes. This information may be periodically reviewed, revised and updated to reflect appropriate changes.

I have read and fully understand the above Role Profile

Agreed by Date:..... (Employee)

Approved by:..... Date:..... (Line Manager)