

## **Job Description**

**Post Title:** Assistant Manager

**Contracted Hours:** Full time

**Responsible to:** Museum Manager

**Responsible for:** Volunteers

### **Role Purpose**

The Assistant Manager supports the day-to-day management and long-term development of the British Schools Museum. The post has responsibility across museum operations, collections care, learning and events, and volunteer management. Working closely with the Museum Manager, Curator, and volunteer teams, the role ensures the smooth running of the site, high-quality visitor experiences, and the care of the collections and historic buildings.

### **Key Responsibilities**

#### **Museum Operations**

- Manage school and group bookings, coordinate volunteers, and support delivery.
- Act as Duty Manager and Key Holder, including opening and closing the site and handling cash.
- Recruit, train, and supervise volunteers across all areas of museum activity.
- Respond to visitor, telephone, and email enquiries.
- Ensure the site is clean, safe, and prepared for schools, visitors, and events.
- Carry out or oversee general site maintenance tasks and report issues promptly, ensuring the site remains safe, clean and welcoming for all users.
- Represent the museum at off-site events and community engagement activities.
- Deliver guided tours of the museum.
- Oversee security and fire systems, ensuring compliance with regulations.
- Contribute to grant applications and fundraising initiatives.
- Promote the museum through social media and the website, including managing event listings and ticketing.
- Support the museum's Accreditation requirements and maintain policies and procedures.
- Carry out any other reasonable duties requested by the Hitchin British Schools Trust.

#### **Collections**

- Support all aspects of collections management, including documentation, conservation, loans, and rationalisation.
- Contribute to the interpretation of collections, both on site and digitally.
- Assist with the transition to a new Collections Management System (CMS) and supervise volunteer contributions.

- Respond to collections enquiries from researchers and the public.
- Support the Curator in facilities management and best-practice conservation of the historic buildings.
- Select objects, images, and information for use in digital and print communications including social media.
- Provide regular collections updates for the weekly volunteer newsletter.

### **Learning and Events**

- Assist in the hands-on delivery of the schools programme and other formal learning activities.
- Support the development and delivery of informal learning activities throughout the year.
- Help to plan and deliver public events, including recruiting and coordinating volunteers.

### **Person Specification**

#### **Essential**

- Professional museum qualification or demonstrable experience of working in a museum setting.
- Excellent organisational and planning skills.
- Excellent customer service and communication skills.
- Strong attention to detail.
- Confident using IT systems, including Microsoft Office and database software.
- Ability to work flexibly, including some evenings and weekends.
- Enthusiastic, motivated, and positive, with an enquiring mind.
- Ability to work effectively with a wide range of audiences and stakeholders.

#### **Desirable**

- Knowledge of Accreditation requirements and museum policies.
- Experience of recruiting, managing, and supporting volunteers and/or staff.
- Experience of collections management (documentation, care, or conservation).
- Experience of developing or delivering formal and informal learning activities.
- Experience of grant applications and fundraising.
- Experience of social media and website management.
- Practical maintenance or DIY skills, and the ability to support the general upkeep of the site
- Knowledge or experience of caring for historic buildings.