

Operations Manager – Front of House

Job Title:	Operations Manager
Salary:	£22K - £24K depending on experience
Working hours:	35 hours per week over 5 days (Tues – Sat)
Contract:	Permanent
Responsible to:	Trustees
Location:	Narberth Museum
Work with:	Museum Trustees & Volunteers

Job Specification – You will

- Work within all public-facing areas of the business, including evening events
- Be responsible for the daily running of the Museum bookshop, coffee shop and venue hire
- Manage, motivate and supervise the training of volunteers and oversee the weekly rota and tasks
- Undertake the selling of tickets, books and merchandise, and serve in the coffee shop as required
- Attend museum events and represent the museum at external events as required
- Report to Trustees on specific result areas and timescales
- Take responsibility for Health and Safety compliance
- Identify commercial, income-generating opportunities.

Essential Skills and Experience

- Recent retail experience and good IT skills
- Excellent interpersonal and team-working skills
- Confident use of social media for marketing
- A love and knowledge of books
- Well-developed written and verbal communication skills

Desirable Skills and Experiences

- Bookshop experience a significant advantage
- Experience of volunteer management
- Report production
- Ability to speak Welsh or a willingness to learn

Job descriptions and Person Specifications are subject to change from time to time to remain in line with business needs and will be done so in discussions with the post holder.