



Coldharbour Mill Trust Ltd, Coldharbour Mill, Uffculme, Cullompton, Devon EX15 3EE
Registered Charity No: 1123386 Company No: 06389577

JOB DESCRIPTION

Job title: General Manager
Location: Coldharbour Mill
Reporting relationships Reporting to: The Chief Executive Officer Working with: Trustees Responsible for: Volunteers and Operational Staff
Purpose of the Job To deliver a world class visitor experience and to maximise visitor enjoyment by maintaining excellent customer service levels. To shape and lead the operational team, including volunteers, and continue to develop the visitor journey and experience during their time at Coldharbour Mill. There are also some procedures, targets and operations that still need to be refined so this will be a demanding and exciting role which will be an excellent career opportunity for the right individual. To deliver daily operations, assist with planning and development of customer services standards with the support of the CEO. The postholder will lead on the recruitment and training of the Visitor Experience and Maintenance volunteers developing and implementing a comprehensive induction and training plan. As a Duty Manager you will hold responsibility for the opening & closing of the museum, the safety of our visitors and the running of the daily operations. You will also have a key part in enthusing the team to drive income generation and developing income streams with a commercial focus, whilst making the most efficient use of museum resources. You will also be responsible for maintaining standards around excellent customer service & volunteer inclusion.
KEY RESPONSIBILITIES AND DUTIES Visitor Experience and Operations <ul style="list-style-type: none">• Support the CEO with the delivery of operational and emergency planning.• Effective direction and motivation of the volunteers including front of house team and maintenance volunteers.• Ensure the Museum is adequately manned at all times through effective and efficient roster management.• Ensure the efficient use of museum resources and operational budgets.• Duty Management; lead the front of house team in the safe, secure and engaging



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operation of the site maintaining high standards at all times.

- Monitor all service level agreements essential to the successful visitor operation.
- Ensure operational excellence by initiating and maintaining policies, procedures and administration relevant to the Museum's purpose.
- Maintain knowledge in Health & Safety legislation relevant to operational planning and prioritise the sharing of knowledge and relevant training with the team.
- Manage the required staffing and operational details for successful events delivery.

Visitor Engagement

- Ensure the delivery of a market leading visitor experience.
- Contribute to the delivery of Visitor Engagement; maintaining quality and developing the visitor offer.
- Develop and maintain content knowledge in the Front of House team through various forms of engagement, especially Tours and Talks.
- Support the CEO in developing and evolving formal customer service and engagement standards, reporting performance against these on a regular basis.

Volunteers

- Lead on recruitment and training programmes ensuring Visitor Experience volunteers have both the knowledge and skills to engage visitors.
- Lead on recruitment and training of maintenance volunteers ensuring that they have the knowledge and skills to safely undertake their roles.
- Inspire, develop, performance manage, coach and mentor a diverse team.
- Deliver regular performance and development reviews ensuring consistency of approach.
- Communicate departmental and organisational plans and objectives to all team members effectively.

Financial and Commercial Management

- Drive income generation and foster commercial awareness.
- Ensure an upselling culture exists in relation to admissions, gift aid, donations and retail.
- Manage working relationships with our external suppliers effectively.
- Contribute to the operational delivery of the Admissions and Retail system.
- Develop and maintain product knowledge in all commercial areas.
- Manage the Admissions system.

Health & Safety

- Apply the organisation's Health & Safety Policy.
- Ensure that health and safety procedures are understood and implemented by volunteers.

General

- Carry out these tasks and responsibilities with an understanding of and commitment to the organisation's equal opportunities policy, and other relevant policies.
- Meet and maintain a high standard of personal presentation at all times.



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- Undertake any other duties at the request of the Chief Executive Officer that may be reasonably implied by the job title, and to assist the Chief Executive Officer with any other duties that may be agreed from time to time to achieve the objectives of the Trust to the benefit of Coldharbour Mill Museum.

Person Specification

Essential Experience

- Proven experience in a customer-facing role at management or supervisory level in a similar/comparable environment including creation of rosters.
- Experience of successful income generation through setting/achieving income targets for a customer service focussed team.
- Ability to communicate effectively both verbally and in writing in order to build positive and successful working relationships, resolve conflict, and effectively influence and negotiate.
- Experience of working with volunteers.

FURTHER ESSENTIAL CRITERIA

Experience

- Experience of managing a fluctuating and diverse workload and the ability to successfully prioritise and coordinate own and team outputs.
- Practical working knowledge of Health & Safety legislation and its implementation in a visitor focussed environment.
- Delivery of emergency procedures whilst remaining calm and confident under pressure in emergency situations.

Skills & Knowledge

- Proficient in Microsoft Office software, Admissions and POS systems.
- Demonstrable financial understanding, able to produce, analyse and report on financial data and manage resources effectively.
- Able to demonstrate success in the use of Social Media for business purposes.
- Excellent computer skills including Word, Excel and ideally WordPress.

Person

- A passion for exceeding customer expectations and a willingness to go the extra mile.
- Flexible, positive attitude and ability to work on own initiative, adaptive to change and determination to succeed.
- Proactive and hands-on approach, ability to be creative, generate new ideas and implementing them to completion whilst identifying opportunities and overcoming



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obstacles where necessary.

- Enjoys a challenge.
- Organised with an attention for detail.
- A problem-solver.

DESIRABLE CRITERIA

- Experience of developing and managing visitor engagement.
- Experience of delivering and managing change in a visitor focussed environment.
- Experience of working in the heritage or museum sector.
- First Aid.

Essential Behaviours

- As a member of a small and busy team, being adaptable, flexible and willing to work anti-social hours or travel within England.
- Ability to separate the important from the urgent and to successfully balance focusing on the detail with keeping sight of the wider picture.
- Confident and Professional.

We'd also like to see

- Actively supports the roles and contributions of other groups, departments and teams whether at a professional or individual level.

WORKING CONDITIONS

The post holder is expected to monitor and report on their work as directed by their line manager and adhere to office guidelines on handling, health and safety, lone working, etc., as advised, taking responsibility as appropriate.

The General Manager will be expected to work on average five out of seven days including weekends and early/late events per the needs of the business. Working hours and days will be agreed in advance with the line manager and are subject to change as required.

The General Manager is expected to dress appropriately at all times along with a name badge.

Responsibility for public safety is central to this role. Applicants should be willing to undergo and regularly update an accredited training course for First Aid and other Health & Safety related skills if they are not currently qualified.

This position requires a basic DBS check which will reveal any unspent convictions. A criminal



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record may not necessarily be a bar to placement, as any decision will be treated on its merits and individual circumstances subject to the museum's overriding obligations to protect the children and vulnerable adults in its charge, members of the public, the safety of the museum's staff and the Collection.

Hours of work: 37.5 hours per week. Days to be agreed - 5 days from 7. This role may include working occasional weekend days from April – October.

Salary: £c£27,000 per annum.

Annual leave: 28 days per year including bank holidays. Advance notice of all holidays and days off to be agreed with the CEO. Bank holidays are treated as normal working days.

Probation reviews: at 3 & 6 months. **Appraisal:** annual



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Job description agreement

To be signed within 6 weeks of employment after discussion with line manager.

Manager

Date

Post holder

Date