

Recruitment Pack, February 2023

Museum Manager role

- **Application deadline – 11th April 2023**
- **Interviews – 26th / 27th April in person in London**
- **Notifications – Early May**

1. About Museum of Homelessness

Museum of Homelessness was founded in 2015 and is created and run by people with direct experience of homelessness. Led by our community, the museum does four things;

- we make tomorrow's history by building the national collection for homelessness,
- we take direct practical action in support of the community,
- we fight injustice with our independent research and campaigning and
- we educate on homelessness by working with artists and creatives to make unforgettable art, exhibitions, and events.

We are quite small – to date, our income has never exceeded £200k pa – but we have punched above our weight. Our work has been recognised with prestigious awards; Calouste Gulbenkian Award for Civic Arts Organisations (2021), Research Centre for Museums and Galleries Activist Museum Award (2021), Temporary or Touring Exhibition of the Year at the Museums and Heritage Awards (2022).

In late 2022, we announced that we would be occupying new premises in 2023 – Manor House Lodge in Finsbury Park. The transition to a new space is a big moment of change for the organisation, and we are excited to be expanding the team for this next phase of MoH's journey. The new site is highly anticipated and has been listed by the Guardian, Time Out and the Art Newspaper as a cultural highlight for 2023.

This is an opportunity to join an award-winning crew and play a key role in supporting the Museum of Homelessness community to make history.

2. Practical information about Pay and Terms of Employment

Responsible to: director

Responsible for: museum hosts x 2, object storytellers x 6 and volunteers (these roles are flexible Front of House crew and will operate the museum 2 days per week. These are being recruited later in 2023)

The museum manager role is offered as 37.5 hours (5 days) per week with a salary set at MoH's flat pay structure of £34,800 pa. All MoH roles have benefits and support built in including flexible working, pension, wellbeing support and a holiday allowance of 28 days plus bank holidays.

This role is permanent, with a 6-month probationary period.

Flexible working for this position will be important, and the post-holder will be expected to undertake onsite delivery of activity at MoH's new building. This is not a role that is appropriate for remote working more than one day per week. Regular evening and weekend work will be required for the role, as is the case for all team members delivering on MoH's new site.

We are open to job share proposals for this role.



3. Purpose and overview of role

The museum manager role is an essential role supporting the operational development of MoH and the move to our new home, Manor House Lodge in Finsbury Park. From this site, we will run a vibrant, community-led programme involving a wide range of people. Our work spans community organising, social justice work and cultural producing. The site will operate 50% of the time with community activity and 50% of the time with public programme; cultural content, talks, workshops.

This role will directly support the transition of the organisation to a building-based operation. A critical part of this role involves devising and developing new systems to welcome people from a wide range of backgrounds to our new space. This includes recruiting and supporting volunteers and paid staff to deliver high-quality activity on the new site.

The museum manager will be responsible for the day-to-day operation of our new site and for ensuring that all activity meets our charitable objectives and strategic plans. This role will have responsibility for delivery of income generating activity to sustain the charity in the medium and long term. The museum manager will provide support to the museum directors in key areas of activity and will work closely with the co-directors, community co-ordinator, core group and wider community.



4. Scope of role

The scope of role covers organisational management, site management and operations, programme delivery, front of house management, stakeholder relationships and communications. The museum manager will have key responsibility in areas of site operations including health and safety, access and inclusion, resourcing, and emergency procedures. The museum manager will also develop and oversee income generating activity to support the sustainability of Museum of Homelessness.

5. Core responsibilities

Organisational management

Develop and maintain excellent relationships with a wide range of people – community members, crew, contractors and local stakeholders including the parks team and homelessness teams in the local authority.

Coordinate the museum's income generating activity, with relevant team members, to maximise the potential of the museum's activities including admissions/onsite donations (individuals and group visits), gift aid, retail, venue hire, public programme and other income generating activities.

Work alongside the finance company Adding Value and Museum Directors to coordinate clear finance processes and oversee daily finance admin procedures.

Maintain records to inform management accounts, including visitor numbers, till records, petty cash and volunteer and crew expenses.

Support the directors with development (fundraising) including input on grant applications, management of relevant grant-funded team-members and delivery of commitments.

Recruitment, induction, and development of new crew, and organise key training for staff and volunteers (e.g. fire, H+S, first aid etc.) ensuring legal training requirements are met

Manage crew rota, in particular front of house, coordinating cover for holidays and illness with other crew.

Respond to requests from interested parties including proposed projects, partnerships, and other interested enquiries.

To ensure appropriate systems for evaluation feedback are in place and support the directors in delivery of the evaluation.

Operations

To develop and deliver effective strategies to develop and maintain a safe, inclusive and welcoming site, serving a wide range of people.

Overall responsibility for site management, with support from the community co-ordinator and co-directors

Manage contracts for Internet, utilities, fire alarm and any others as required.

Manage yearly health and safety and fire inspections and implement recommendations

Emergency response contact and shared responsibility on rota with co-directors for security/alarm call-outs

Responsible for aligning practising within GDPR as appointed Data Officer

Support co-directors in the development, coordination, management, and delivery of capital work

Ensure practices and planning are in line with the environmental sustainability policy and contribute to a team-wide effort to reduce the site's footprint.

Day-to-day responsibility for collections care including ensuring donations are safely received according to the collections management policy, and that in-coming objects are transitioned to stores.

Communications and events

Supporting the co-directors in the delivery of stakeholder and audience comms.

Updating the website, compiling newsletters and setting dates for the museum's calendar with the team

Overseeing the social media update schedule (content generation is shared across the crew), monitoring analytics and supporting with delivering content

Ensuring that all community and public events on site meet statutory and regulatory standards and are delivered with care and efficiency

Setting up and managing booking systems for internal rooms and ticketing systems for external events, as well liaising with attendees

Coordinating programme for spaces – including staff, object story performances, external partners, archive viewings and coaching

6. Person specification

MoH particularly welcomes people with lived experience of homelessness, poverty and/or housing precarity to work with us, but sharing this information is not required as part of our recruitment processes. We would expect any post-holder to actively engage with issues affecting the community and broaden their knowledge of homelessness as part of their role.

A note on the person spec from MoH co-directors.

This is an important role which will hugely bolster our small team after many years of the organisation being run on a largely voluntary basis. It is also a critical moment in our history as we move to a dedicated site and increase our organisational turnover. As such, we are seeking a reliable, practical and flexible person who will be able to facilitate and support this delicate stage of change for Museum of Homelessness. Although this will be an intense period of development for the organisation, the role will be well supported. We are actively working to build a nurturing organisational culture and committed to supporting all staff and volunteers fully as the organisation grows.

The museum manager role would suit someone who can build excellent relationships with a wide range of people, enjoys developing and implementing systems and processes, enjoys co-production (sharing power), can solve practical problems and is dedicated to creating a new kind of cultural space with people affected by homelessness and marginalisation. We are seeking someone who has the ability to hold relationships across the organisation and externally, to ensure that people are involved and nurtured in a way that works for them.

This role may suit someone who has experience running a small to medium arts or heritage organisations or a front of house operation for a larger one. Or it may suit someone who has been involved in running shelters, community centres or day centres. We would like to keep the field broad. Due to the hybrid nature of our organisation, people with experience in either the arts, in community organising, homelessness settings or another sector we haven't considered may have transferable skills for the role. Please let us know how your experience could shape the new Museum of Homelessness. A commitment to MoH's ethics, values, and approach is essential. As is a belief in the power of small, independent community responses to solve some of today's most pressing social problems.



Museum Manager: Person specification	Essential	Desirable
Experience of managing either a visitor services/front of house operation in arts and heritage or an equivalent (e.g. a day centre, community centre or shelter)	Y	
Experience in running a small/medium museum, arts, or community organisation		Y
Experience of leading a team	Y	
A track record of motivating and nurturing volunteers	Y	
Experience of managing booking and ticketing systems or of managing organisational diaries and calendars.	Y	
Experience in setting up and implementing new organisational systems, processes, or solutions	Y	
A track record of nurturing relationships with a wide range of stakeholders to achieve productive results for your organisation	Y	
Good working knowledge of health and safety, safeguarding and other relevant regulations and legislation	Y	
Experience of negotiating and managing external contracts and agreements	Y	
Experience of negotiating and managing site-specific contracts (e.g. utilities)		Y
Track record of planning and running events	Y	
Ability to generate and deliver income generating activities that are in line with MoH's ethics	Y	
Experience of monitoring budgets up to £250,000	Y	
Experience of managing budgets up to £250,000		Y
Experience of financial administration and maintaining effective financial records	Y	
Competency across social media platforms	Y	
Experience of delivering excellent content on social media		Y
Experience of producing newsletters and web updates	Y	
Experience of developing and delivering comms strategy		Y
Understanding of collection and archives care		Y
Commitment to flattened power structures and pay	Y	
Understanding of a trauma informed approach		Y
A practical approach and a willingness to muck in	Y	
Ability to problem-solve	Y	
Compassionate and friendly	Y	
Self-awareness and open to learning and development	Y	
Reliable and flexible	Y	
Excellent time management skills	Y	

Excellent organisational skills	Y	
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7. Application dates & process

To apply, please send a CV and cover letter or a CV and short video explaining why you want the job, how you meet the person spec and what you would prioritise in your first six months. If there is a part of the Job Description that would be a stretch for you, tell us! We know it is a broad scope of role, and we are always interested in how people can be nurtured and developed. If this is the case, set out what training or development would be useful for you in your first year of working for MoH.

Please also share two references. We will only contact them as part of an offer process.

The deadline is **11th April 2023**. If a different format of application might suit you better or we can adjust the recruitment process to make it more accessible, please contact us:

Matt Turtle
Museum of Homelessness
matt@museumofhomelessness.org

For an informal conversation on the brief, please email Matt to arrange a phone call.

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3. Notifications – Early May
4. Postholder to take up role following the interview process, a start date will be discussed with the prospective candidate

Inclusion

We want to be an inclusive museum. Museum of Homelessness actively works to interrogate and dismantle unequal power structures in society. We don't always get things right, but we keep learning as we go, and we always try our best. Our work is powerful because it is honest, and it is shaped by people who have experienced all kinds of inequality. We are a flexible employer, and we are developing trauma informed working across all our activities.

If this statement and purpose resonates with you due to your experiences and/or identities, we would particularly love to see an application from you.

NB, You are not expected to disclose your experiences as part of the application or as part of your work with MoH.

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