Museum Business Manager

Purpose of the role

The Museum Business Manager will lead the day-to-day operation of Saddleworth Museum and Gallery and deliver the Trustees' agreed Business Plan. The post combines staff and volunteer leadership, sound operational and financial management, partnership working and income development. The postholder will broaden participation and strengthen the Museum's financial sustainability while protecting its charitable purpose and collections.

Reporting and scope

- Accountable to the Board of Trustees through a nominated lead trustee or Chair, within agreed delegated authority.
- Line manages existing staff and any other roles assigned by the Board; coordinates and supports volunteers without treating volunteering as a substitute for staff capacity.
- Works closely with the Friends of the Museum, trustees, specialist contractors and external partners.
- Initially a one-year fixed-term post, with the possibility of extension subject to funding. Hours, salary, budget responsibility and precise reporting arrangements will be confirmed before recruitment.

Key responsibilities

Museum operations and governance

- Manage opening, visitor services, staffing cover, facilities, contractors and the effective use of museum, gallery and hire spaces.
- Maintain day-to-day systems for health and safety, safeguarding, security, access, insurance and planned maintenance; escalate material risks and decisions to Trustees.
- Work within approved budgets and financial procedures, monitor income and expenditure with the bookkeeper and treasurer, and provide concise operational, financial and risk reports to the Board.
- Prepare and deliver an annual operating and activity plan with measurable priorities, subject to Board approval.

People and partnerships

- Line manage, support and develop existing staff with clear objectives, supervision and appropriate delegation.
- Coordinate, recruit and develop volunteers; create useful roles, induction and support, and improve communication between staff, volunteers and Trustees.
- Manage key working relationships, especially the Friends of the Museum and Oldham Metropolitan Borough Council, alongside community, heritage, education and tourism partners.
- Represent the Museum professionally and bring partnership opportunities and issues requiring strategic decisions to the Board.

Income and public programme

- Develop and manage income from events, room hire and retail, including pricing, promotion, delivery costs and evaluation; develop admissions and giving arrangements where agreed by Trustees.
- Work with colleagues and partners to develop an achievable programme that attracts visitors and makes effective use of the building and collections.
- Identify and pursue suitable funding to support the Museum's business plan, public programme and collections engagement; prepare applications and manage awards within capacity and agreed approvals.
- Use visitor data, audience feedback and financial results to recommend what to continue, change or stop.

Collections and professional standards

- Work with collections volunteers, specialists and Trustees to ensure public activity respects collections care, access requirements and Museum Accreditation.
- Commission or coordinate specialist collections expertise as approved; the post does not assume that the manager personally undertakes all curatorial or conservation work.

Person specification

Essential

- Experience managing a small public-facing organisation, venue or cultural service, including people, budgets and day-to-day delivery.
- Ability to develop earned income and partnerships while balancing financial return, public benefit and available capacity.
- Experience supervising staff and supporting volunteers or comparable community teams.
- Sound judgement in operational risk, financial controls, reporting and when to refer decisions to a board.
- Strong communication and relationship management skills across trustees, staff, volunteers, public bodies and community groups.
- Ability to plan, deliver and evaluate projects, setting achievable priorities and managing available resources.

Desirable

- Experience in an accredited museum or heritage setting, including an understanding of collections care and public engagement.
- Experience of small charity governance.
- Experience of fundraising, preparing funding applications and managing grants.
- Knowledge of the Saddleworth and Oldham cultural and community landscape.