



Museum Officer

Job description and person specification

The Context:

The Royal Institution of Cornwall (RIC), an independent charity based in Truro, is seeking to appoint a Museum Officer to support the day-to-day operation of the Royal Cornwall Museum.

In 2021 we were focused on reopening the museum following a period of closure. We have introduced a new programme of exhibitions, engaging with audiences in new ways. We re-opened with a flexible operating model given the uncertainty of the pandemic, and in 2022, will see our first full year of opening since 2019.

Whilst the museum was closed in 2020, a process of radical change began. The museum leadership team changed with new Board members, and a dual Director model with Jonathan Morton as Executive Director and Bryony Robins as Creative Director, bringing a refreshed vision, operating model and five-year plan. We are committed to embedding solid foundations to ensure we can achieve our vision of being a place that inspires positive change within our communities.

The museum has big ambitions and has recently secured Town Deal funding that will kickstart a capital build project. We need to make changes to the building to configure spaces for our community, improve access and ensure environmental and financial sustainability. The museum will play an important role in the development of Truro as a cultural asset in Cornwall that is an exciting and rewarding place to visit, work and live.

By 2026, Royal Cornwall Museum will have become a compelling visitor destination, a vibrant knowledge hub and a welcoming community space. It will attract over 60k visitors a year and all its activities will be underpinned by a robust, agile, and sustainable operating model.

We are now looking for an experienced individual who will be able to support the Operations Manager in maintaining the museum and developing infrastructure to support the ambitions of the organisation.

About the RIC:

The RIC charitable objective is *'to advance the education of the public by encouraging and promoting the study and knowledge of literature, natural sciences, archaeology, history, ethnology, geology and the fine and applied arts, with special reference to Cornwall'*.

The founding values from 1818 are:

- To establish and share collections and archives that celebrate Cornwall and Cornish culture
- To create a space at the heart of Cornwall society where ideas can be discussed and challenged
- To be a place for sharing knowledge learning, creativity and ambition



Vision

Cornwall is unique. The seas and the landscapes, its language and its minerals, as well as countless generations of Cornish people who have lived and worked across this land, have all combined across the generations to make Cornwall a place like no other.

At the very heart of Cornwall and its cultural life, the Royal Cornwall Museum is a centre of exploration and learning. Using the eclectic collections of Cornish culture, art, antiquities, archaeology, science, and natural history we take people on a journey from deep underground, up into the sky, around the world and way back in time. In doing this, we use our collections to help our communities look forward together.

Our Values

- Shared Vision, Purpose Driven
- Collaboration and Imagination
- Open and Inclusive
- Environmentally Responsible

What we do

We are an incorporated independent charity with more than 400 members
We own and operate the Royal Cornwall Museum and Art Gallery in the City of Truro
We hold extensive historic collections including the Courtney Library and Archive

We run education and outreach programmes

We publish articles and journals

We run events

We deliver an Arts Council of England (NPO) funded programme of development work through our partnership with the Cornwall Museum Partnership

How to apply

To apply, please send a CV and covering letter outlining why you would be great for the role, along with a completed equalities monitoring form to charlotte.tomlinson@royalcornwallmuseum.org.uk

The closing date for applications is midnight on Sunday the 12th of June 2022.

Interviews will take place week commencing 20th June at the Royal Cornwall Museum, Truro.

Please let us know if you have any access requirements. It is important to us that our application process is accessible to all.

If you'd like to have an informal chat about the role, please get in touch with Charlotte Tomlinson on charlotte.tomlinson@royalcornwallmuseum.org.uk to arrange.



Job Description

| | |
|------------------------|---|
| Role | Museum Officer |
| Accountable to | Operations Manager |
| Contract | Permanent, full time (1FTE) |
| Accountable for | No direct line management responsibility but will supervise and support Front of House, the Learning Team and volunteers on a regular basis |
| Salary | £22,000 - £24,000 pro-rata per annum (depending on experience) |

Job Summary

The Museum Officer will be part of the Operational team and will play a key role in the day-to-day running of the museum. The role will need to have an awareness of what makes an excellent visitor experience, and of how to improve the museums facilities. This role will also take a lead in building maintenance and compliance tasks with a focus on health, safety and security ensuring the highest standards, both internally within our teams and from external contractors.

Main Activities and Responsibilities of the Museum Officer role

Visitor Experience and Duty Managing

- This role will play a key part in the day-to-day operation of the museum, ensuring a safe and inspiring experience for all visitors, staff and volunteers.
- Act as a Duty Manager on a rota basis. Whilst acting as Duty Manager taking overall responsibility for all aspects of public and asset safety, security, visitor care during opening hours and managing the building, whilst taking responsibility during incidents and emergencies.
- Although there is no direct line management with this role, there will be a requirement to support Front of House staff and volunteers in welcoming a broad and diverse audience. Ensuring visitors are welcomed by friendly and knowledgeable staff and volunteers, responding to their individual needs.
- Support the Front of House team when required with cash handling and cashing up processes using an EPOS till, and computer based till software.

Health, safety and security compliance

The post will support the Operations Manager in embedding a high standard of facilities management, health, safety, security and general operational practices and processes.

- Deliver training around compliance as directed by the Operations Manager – this could involve showing other team members how to appropriately use a system or piece of equipment.
- Taking responsibility for Health, Safety and Security compliance. Completing related checklists such as weekly fire alarm and emergency lights testing as well as organising the services and maintenance of systems and equipment. Keeping accurate records relating to compliance.
- Monitor the performance of contract supplied services to the site day to day, such as housekeeping and FM contracts to ensure the museums requirements and standards are met.
- To work with the Operations Manager on creating and updating risk assessments for different activity within the building.
- To take a lead on organising compliance-based services and checks by competent professionals, this will include things like arranging and facilitating annual boiler services.

Practical and technical support for the museum

- To maintain the museum spaces, undertaking repair work and bringing in appropriate specialists or contractors where required.
- Support the Museum departments with practical and technical help, using appropriate tools and equipment for the task such as ladders, trolleys, and electric drills, with particular emphasis on exhibition install and take down.
- To be a registered key holder with external security companies, attend alarm activations when necessary and support the Operations Manager and Directors in the event of any serious incident.
- Support commercial hire of the museum with set up and take down, duty managing events/hire of spaces on a rota basis and enabling the hirer to have an excellent experience with us through consistently high standards. This does involve some evening and weekend working.
- To undertake any other duties within the scope of the role and its grade as directed by your Line Manager.

Projects and focuses

When reviewing facilities management practice and infrastructure, to consider the environmental impact of operations within the museum and look at how any changes will support the wider ambitions of the organisation.

Support the Operations Manager in the implementation of a refreshed IT structure that will improve the visitor experience, support commercial hire, access, home working and security.

Providing practical and technical support to the programming and engagement team with regular exhibition changeovers as part of work programme.

Person Specification

Museum Officer

Working at Royal Cornwall Museum

The role will be a key member of the museum team, working closely with the Operations Manager to improve practices and support the development of the museum as a consistently excellent, engaging place to visit and support.

Who are we looking for The role will undertake a wide range of tasks to support the day-to-day operation of the museum, in both visitor facing areas and staff/volunteer back of house areas.

We are interested in an individual committed to the values of our charity, collaboration, inclusivity, innovation and sustainability.

You will be professional and versatile with a passion to get things done.

You will have a creative and flexible approach with the ability to identify innovative solutions.

You'll have excellent time management skills, with an eye for accuracy.

You'll need to have demonstrable experience of practical tasks around building maintenance and exhibition installations and of how to work safely when using tools and equipment.

You'll be an excellent communicator who enjoys working with people in an often busy, fast paced environment. And who is equally comfortable working in a front facing role, interacting with visitors as well as being behind the scenes.

We're looking for someone that is genuinely excited by the opportunity to be part of the team working towards becoming more innovative, open, inclusive and community focussed, positioning Royal Cornwall Museum as a sector leading and nationally recognised organisation.

In your application, please explain how you meet the skills, experience, and abilities below.

Essential Skills, Experience and Abilities

Excellent interpersonal and communication skills with the ability to work with a wide range of people both internally and externally and to build collaborative relationships across departments.

Clear thinking and solutions focused – being able to think creatively, exploring innovative approaches and making effective decisions in problem solving.

Being highly organised and able to maintain accurate records.

Experience in using digital tools and technology, especially in public facing activities. This could include computers, software/apps and Microsoft office applications.

Experience in the delivery of exhibitions and / or site maintenance with knowledge of relevant health and safety requirements. Experience of using equipment and tools for practical tasks.

Managing priorities and balancing varied tasks to develop a stimulating and achievable work plan.

Awareness of and commitment to equality and cultural diversity in the workplace.

Desirable Skills, Experience and Abilities

Experience in facilities and building management.

Experience in IT systems.

Experience of working with contractors.

Awareness of museum best practice, such as handling collections.

Being aware of the health and safety requirements for the wellbeing of audiences, visitors, staff and volunteers.

Understanding the role of sustainability within museum operations.

Cash handling and EPOS till and back-office systems.