## Summary

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| Job title | Head of Operations, Museum of Natural History |
| Division | Gardens, Libraries and Museums (GLAM) |
| Department | Oxford University Museum of Natural History |
| Location | Museum of Natural History, Parks Road, Oxford, OX1 3PW. Given the nature of the role the work will be predominantly on site. |
| Grade and salary | Grade 9: £50,300 – £58,284, with a discretionary range to £63,673 |
| Hours | Full time. Part-time applications (minimum 0.8 FTE) will be considered. |
| Contract type | Permanent |
| Reporting to | Director of the Museum of Natural History (with a dotted-line report to the Registrar and COO of Gardens, Libraries & Museums) |
| Vacancy reference | 156570 |
| Additional information | Evening and weekend working required. A Basic DBS check will be required for the successful candidate. |

The role

You will be part of the leadership team of a major museum of natural history housed in an architecturally significant building, and as Head of Operations you will have responsibility for commercial activity, the building fabric, and its facilities, together with oversight of shared HR and financial systems. With the Director and Deputy Director you will be responsible for the museum core budget of £4m per annum together with the management of research and project funding. Commercial income is currently c. £1m per annum and there are 70 members of staff. You will also manage the effective day-to-day operations of the Museum that in turn enable a wide range of activity from public engagement to research facilitation and primary research, and will have a key role in assisting the Director and Deputy Director in the development of future strategic and business plans.

The Events, Facilities, Retail and Visitor Services teams report to the Head of Operations.

The Head of Operations will also contribute to the successful management and delivery of major projects, both within the Museum and across GLAM, including the ongoing redisplay programme and major offsite storage projects.

As part of the senior management team, you will play a major role in shaping the culture and future of the Museum and will develop new initiatives that contribute to its future development. That will include collaboration across GLAM and beyond, including all four academic divisions of the University of Oxford.

## Responsibilities

## 1. You will provide proactive operational advice to the Director, leading the development of the Museum’s commercial and operational strategies, and implementing management decisions in support of the further development of the Museum. You will oversee the production of timely management information to support Museum planning and decision making. You will be a key member of the Senior Leadership Team (SLT) that delivers both the operational aspects of the Museum and the development and implementation of Museum strategy.

## 2. As a senior member of GLAM you will play a significant role in the development of strategy across the Gardens, Libraries and Museums, and will take the lead on GLAM projects and initiatives. You will also be a member of, and when appropriate chair, GLAM committees and working groups and work with colleagues to bring your knowledge and experience to the discussions, including both the views of the Museums and also your own personal knowledge and experience.

## 3. You will take the lead on the Museum’s operational activity and act as the coordinating point for administrative support, including both internal teams and shared services such as finance and HR. This will include:

## • ensuring the continuous improvement of the Museum’s administrative systems and procedures within university and divisional frameworks

## • ensuring that team and individual goals are aligned with Museum priorities, and that an effective level of service delivery is maintained across the team’s activities

## • providing training and guidance to members of the team as required, working with them to devise and implement personal professional development plans and overseeing performance and workload management

## 4. You will lead the commercial and visitor experience (front of house) teams, which incorporate retail, café, venue hire, and filming and images sales (commercial income in a typical year is c. £1m). You will ensure that a high level of service is delivered. This will include:

## • Working across GLAM to increase commercial income

## • Working with other GLAM leads to tender and manage the café provision and external catering within the Museum to maximise income

## • Lead and manage the Events Manager and events team and manage a marketing strategy to maximise internal and external venue hire income (c. £250k p.a.)

## • Lead and manage the Visitor Experience Manager and ensure the Visitor Experience team delivers a high level of visitor-focussed customer service, enhances visitor giving and that the team facilitates a safe and enjoyable visit for the 750,000+ visitors each year

## 5. You will work with the Director and the shared Personnel Services team to manage HR matters in the Museum, including:

## • liaising closely with the divisional HR Business Partner and Personnel Services to ensure the efficient and seamless operation of HR processes within the Museum

## • ensuring that robust operational frameworks and procedures are in place to support the arrival, induction and probation of new staff

## • ensuring an effective system of personal development reviews is in place across the Museum

## • supporting the process of recruitment by supporting line managers to draft job descriptions and business cases as required

## • overseeing the career development of all operations staff including their induction and probation, and undertaking personal development reviews

## 6. You will be actively involved in the planning and management of the £4m budget of the Museum, working with the Director and the shared finance team, and in compliance with University financial regulations and divisional procedures. This will include authorising payment of invoices and expenses. You will also be responsible for identifying opportunities to increase income, and potential cost savings.

## 7. You will be responsible for the overall management of the Department’s space and facilities, including the facilities team. This includes managing the challenges of a multisite physical footprint and will require close liaison with Estates Services and other GLAM departments. You will manage space allocation for the Museum’s staff within the constraints of the current sites and will liaise with the GLAM divisional office in matters relating to capital and space planning. You will have responsibility as the client for any capital works and projects within the Museum.

## 8. Supported by the Divisional Health & Safety Officer, you will act as the Department Safety Officer and ensure that the Director has the required framework in place to enable him/her to meet their responsibilities for health and safety within the department.

## 9. You will be the Museum lead for staff wellbeing, and work closely with the equivalent leads for environmental responsibility and EDI

## 10. Other duties commensurate with the grade of the post, as directed by the Director or GLAM Registrar.

## Selection criteria

### Essential selection criteria

### An honours degree or equivalent experience, and evidence of strong intellectual and analytical skills

### Proven experience of managing the commercial and building operations of a visitor-facing cultural venue, including health and safety

### Proven leadership and management experience in an academic department or cultural institution with a multi-million pound budget

### Experience of effective and successful project management, including large, complex, multi-partner projects (>£1m)

### Evidenced understanding of financial and HR processes and experience of managing operational budgets

### Experience of managing space and facilities within a complex, built environment

### Evidence of operating successfully within a hybrid shared service environment

### Experience of the development and implementation of strategy within a cultural organisation, including leadership of cross-department strategic working groups

### The ability to handle and prioritise a complex portfolio in a challenging environment, to show equally high effectiveness in contributing to strategic thinking and in undertaking key operational tasks

### Well-developed negotiating skills and articulate communication, and the ability to demonstrate a diplomatic and consensual approach to problem-resolution and handling sensitive issues

### Desirable selection criteria

### 1. Understanding of the priorities and challenges in enabling public engagement with science

### 2. Experience of working in higher education or a related environment

### 3. Experience of operational management of Grade I or II\* listed buildings

### 4. Experience of data visualisation tools such as Power BI or Tableau

### 5. PRINCE 2 project management, or equivalent, certification

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven’t done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University’s pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

### Additional security pre-employment checks

This job includes duties that will require additional security pre-employment checks:

* A satisfactory basic Disclosure and Barring Service check

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford’s researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

Gardens, Libraries and Museums

The Gardens, Libraries and Museums (GLAM) are composed of six departments that collectively hold the University’s major collections: the Bodleian Libraries, the four museums – Ashmolean, History of Science, Natural History and Pitt Rivers – and the Botanic Garden & Arboretum. Both individually and collectively, the collections are integral to the delivery of the University’s strategic aims of teaching, research and public engagement.  Whilst each collection maintains a distinct individual identity, GLAM also works collectively to ensure sustainability and develop storage solutions.

For more information please visit: <https://www.glam.ox.ac.uk>

### The Museum of Natural History

Oxford University Museum of Natural History was opened in 1860 and houses the University’s extensive scientific holdings of natural history, which are used for research, teaching, and public engagement with science. The holdings are currently organised into three collection areas: Earth, Life, and the library and archives. The Museum is ‘Designated’ by Arts Council England as having collections of national and international importance, and these comprise around 7 million specimens that are second in importance only to the national collections. The building, which is Grade I-listed, is regarded as one of the finest examples of Victorian architecture in Britain, with its glass roof supported by iron pillars, and internal decoration that has a strong association with the Pre-Raphaelite art movement.

The Museum is one of the most visited science museums in the UK with over 800,000 visitors per year, including over 40,000 school visitors, making it the most popular non-national science museum in the UK and the second most visited university museum in the world (behind the Ashmolean).

The Museum places equity in science at the core of its ethos and is an Athena SWAN Silver Award holder.

For more information about the museum, please visit: [www.oumnh.ox.ac.uk](http://www.oumnh.ox.ac.uk).

## Howto apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename. 

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

## Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

## If you need help

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly.

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk/).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University’s Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University’s Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University’s policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. The University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>

There is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

# Benefits of working at the University

## Employee benefits

University employees enjoy 38 days’ paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

## University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

## Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

## Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care> Childcare

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

## Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University’s Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

## Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

## The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).