



Director
Biggin Hill Memorial Museum
Job Description and Person Specification

Job Title: Museum Director

Salary: £32,000

Reports to: Chair of Trustees

Hours: Full-time (40 hours per week). The role will involve some out-of-hours work including weekends and evenings

Holiday: 24 days annual leave plus 8 days statutory public holiday

Probation/Notice: 6-month probationary period; 3-month notice period

Location: Biggin Hill Memorial Museum

Summary of Position:

Biggin Hill Memorial Museum is seeking a new Director to take forward the vision for the Museum. The role purpose is to lead the Museum as the most senior staff member, overseeing the strategy and operations of the site. The Director will provide curatorial leadership for the Museum and will also play a lead role in driving its income generation so that it grows in relevance and resilience. The Director will also be responsible for overseeing the commercial operations of the café and shop.

We are seeking a director with creativity, enthusiasm, and vision to take the Museum successfully into its next stage of our development. The person will have the opportunity to be part of an exciting project as we work to ensure the Museum fulfils its aim of telling the story of RAF Biggin Hill through the personal experiences of those who served there, and the community who supported them.

Key directorial responsibilities are led by the business plan:

- To ensure a thriving organisation – across staffing/volunteer, audience development, income generation and nurturing key stakeholder relationships.
- To direct the Museum's operations, to include fundraising, learning and public programming, finance, external communications, and staffing.
- To manage and lead the team of 4 staff, 30 volunteers, VSA's and consultants.
- To ensure appropriate management and maintenance of the Museum's historic building and collections, procuring and managing contractors and consultants as required.
- To provide a welcoming, accessible, and meaningful visitor experience for all.
- Actively promote interest in the history of RAF Biggin Hill.



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Direct line reports:

1. Commercial and Operations Manager
2. Learning and Access Officer
3. Museum Assistant
4. Café Manager
5. VSA's

Main responsibilities:

Collection Management

- Ensure the Museum meets the standards of the Arts Council England Museum Accreditation scheme by 2023.
- Ensure that St George's RAF Chapel of Remembrance and the Museum collection are maintained, preserved, managed, and interpreted to excellent standards.
- Lead the ongoing development and improvement of the Museums digital and web presence.

Strategic Leadership

- Together with trustees, lead the mid and long-term strategic development of the organisation.
- Develop the 5-year business plan for the organisation in partnership with board of trustees.
- Maintain the values, standards, and integrity of the organisation, including compliance with legal, H&S and Facilities Management responsibilities.
- Manage the NLHF project Activity Plan in all respects ensuring it is successfully brought in on budget and programme.

Nurturing External Relationships

- Lead strategic activity with partners including museums, cultural organisations, opinion formers, the education sector, societies, and other relevant heritage bodies.
- Build and develop a strong partnership with Chartwell NT and local organisations such as Biggin Hill Heritage Hangar and Downe House.
- Develop and manage strategic relationships at local, national, and international levels with key stakeholders.
- Where required, be the face and voice of the Museum for media and external communications and build a network of additional advocates in particular people from the engineering sector.
- Work in partnership with the Friends of St George's RAF Chapel of Remembrance to tell the history of the Chapel and to ensure that the Chapel is at the heart of Biggin Hill.
- Strengthen the Museum's position as a museum at the heart of the community, a local museum with national relevance.



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Driving Income Generation and Fundraising

- Take the strategic lead, and be hands-on as required, on fundraising through relationship building and 'making the ask' with major donors; trusts & foundations; companies; statutory funders and visitor giving.
- Drive increases in commercial income from admissions; onsite and online spend (retail) and other commercial opportunities (e.g., licensing, and special events).
- Lead and oversee the management and delivery of all ramifications of event production on site.

Staff and Organisational Culture

- Maintain an organisational culture which attracts, keeps, and motivates staff and volunteers.
- Lead and inspire the Museum's staff, through strong internal communication and focusing their work on the long-term vision and plans, using consultation and collaboration wherever possible.
- Manage the Museum volunteers including recruitment and induction.
- Manage the Staff and Volunteer monthly rota ensuring Front of House, Museum gallery, café and Chapel are fully staffed.
- Ensure that all required HR, Health and Safety and other policies and procedures are in place.
- Support the personal and professional development of staff and volunteers.
- Act as the senior staff representative for health & safety at the Museum.

Financial/Legal Oversight

- Ensure sound financial practices are in place, working with the Museum accountants and trustees.
- Be responsible with trustees for commercial efficiency and growth, preparing budgets for the trust to consider and approve, ensuring the Museum operates within budget guidelines.
- Review financial performance of the Museum and commercial operations against agreed budget on a regular basis with trustees so that appropriate action can be taken if necessary.
- Keep trustees informed of the state of the organisation and all-important factors influencing it including coordinating the trustees' Risk Register and reporting on agreed Key Performance Indicators.
- Be responsible for establishment, change or termination of contracts or contractors' activity on behalf of the Museum.
- With trustees, ensure that the charity is fully compliant with charitable obligations, law, and regulations.



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Developing and Extending Audiences

- Lead on audience development, building and diversifying Museum audiences.
- Develop a marketing and communications strategy with a view to implementing a Marketing Plan.
- Strengthen communications and marketing activity.
- Act as the media spokesperson for the Museum. Providing a welcoming and meaningful visitor experience and accessible participation.
- Ensure the best possible visitor experience that makes visitors feel welcome, informed, and inspired, and delivers excellent on-site interpretation and facilities.
- Lead on the strategic vision for impactful and inspiring experiences for existing and new audiences identified in the audience development plan.
- Actively promoting engagement with the Military Aviation and Heritage sector.
- Ensure that Museum interpretation, events and communications/marketing aim to increase the understanding of RAF Biggin Hill.

Undertake any other duties as may be required from time to time by the trustees. This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the Museum reserves the right to make reasonable changes after consultation.

Person Specification

- At least 5 years' experience at a senior management level gained in an arts, museums or cultural heritage sector or other equivalent experience.
- Educated to degree or postgraduate level in a subject of relevance to the Museum and the director's role, or equivalent experience.
- Ability to provide strong leadership, vision, and strategic direction.
- Experience developing and implementing strategic plans.
- Ability to understand monthly financial Profit & Loss reports.
- Experience of managing funded projects in a museum or cultural setting.
- Outstanding interpersonal skills and the ability to operate and network confidently at all levels.
- Experience or an understanding of working within an historic building.
- Outstanding written and verbal communication skills including the ability to present to audiences and take forward media opportunities with confidence.
- An appreciation of and interest in the Battle of Britain, the RAF and WWII.
- Experience in developing, managing, and growing an annual operating budget.
- Strong business management skills.



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- Experience of fundraising in the cultural sector, including applying to trusts and foundations.
- Competence in managing museum operations, including personnel matters.
- Demonstrated ability to supervise, as well as to work successfully with, museum staff, volunteers, and communities.
- Demonstrable experience or strong understanding of collections, heritage management and interpretation.
- Flexibility and being able to adapt to a changing environment and think strategically.
- Willingness to travel on occasion on behalf of the organisation.
- Willingness to work on evenings and weekends and to take a hands-on approach.
- Computer literacy in main Microsoft packages.

Applying for the post of Director at Biggin Hill Memorial Museum

Please send your CV and covering letter – explaining why you are applying for the post and how you meet the person specification, in an email addressed to: director@bhmm.org.uk

Please mark the subject line 'Director Application'.

The closing date for applications is midnight on Friday 27th August 2021.
We are not able to accept late applications or respond to unsuccessful ones.

Interviews will be held on 2nd September 2021.

Please note that Biggin Hill Memorial Museum is committed to equal opportunities in employment and ensuring that no one is denied opportunities or discriminated against through prejudice or exclusion due to characteristics protected under the Equality Act.

The successful candidate will be subject to an enhanced disclosure from the Disclosure & Barring Service and appropriate references.