

GORDON RUSSELL

DESIGN MUSEUM

Museum Operations Administrator (maternity leave cover)

Broadway-based Gordon Russell Design Museum is looking for an imaginative, entrepreneurial administrator to run the museum and retail day-to-day business.

Background

The Gordon Russell Design Museum is an independent museum and registered charity based in Broadway, Worcestershire. The museum celebrates the life and work of Sir Gordon Russell and his company, providing a fascinating insight into 20th century furniture design spanning Arts and Crafts cabinetmaking, Modernism, the Utility Furniture Scheme, The Festival of Britain and beyond.

The museum shop brings the story up to the present day, showcasing the work of contemporary designer-makers.

The Museum's mission is to connect people with design; preserving and providing access to the collection as a means of exploring both its historic significance and contemporary relevance, creating compelling stories and inspiring experiences for all.

The Museum also runs a bi-annual furniture design competition, offering a cash prize, showcase opportunity and support to the winner.

Job title: Museum Operations Administrator

Location & days

The role will be based full time in Broadway, Worcestershire, five days per week. These five days may vary between Monday–Friday, and Tuesday–Saturday depending on volunteer support.

Scope & Purpose

We are looking for a self-motivated, personable individual who is passionate about design, the history of design and communicating the Gordon Russell story to the Museum's visitors.

Working with the small team of trustees, existing staff member and enthusiastic volunteers, this role is to manage the day-to-day activities of the Museum, to grow revenues through ticket sales, the retail and online shops, to ensure the visitor experience exceeds expectations, to continue to build on existing local cultural relationships, and to market the Museum at regional, national and international level to drive greater commercial success.

Main duties & responsibilities

1. Day-to-day efficient and effective administration of opening, running and closing the Museum and retail outlet with all this entails.
2. Running the Museum's retail outlet and online shop with flair and ambition to ensure their contribution to Museum revenues continue to grow.

3. Proactively and creatively managing the Museum's social media marketing presence to attract more in-person visitors, build online followers, extend audiences, widen awareness and increase online sales via the website.
4. Field and respond to museum enquiries of all kinds (photo requests, potential gifts to collection, loans) and keep a watching brief on conservation issues etc to discuss with relevant trustee.
5. Ensuring the visitor experience is evolved, widening awareness and reach to increase local, regional, national and international visitor numbers.
6. Budget management and regular reporting to the Trustees
7. Working with the Museum Administrator and engaged volunteer cohort to achieve good levels of visitor satisfaction and build on-going relationships with all who walk through the door encouraging donations, retail spend, Friends engagement, etc.
8. Working closely with the Trustees to ensure the Museum's charitable aims continue to be met, the Museum and shop are profitably run and the business moves forward with ambition and integrity.
9. Linking with other local cultural organisations to further the joint relationships for attracting visitors.

Experience

The successful candidate is likely to have experience at

- Being an administrator/owner within a public-facing business
- Understanding the importance of and having responsibility for the profitable growth of a business
- Working effectively with a team (possibly including volunteers)
- Running a retail outlet and online store
- Revising and implementing successful marketing campaigns using social media
- Appreciating the importance of design within the UK's cultural landscape

Skills

The skills required for this role include:

- Efficient and proven administration capability
- Attention to detail in building and business management
- Forward planning, target setting and delivery abilities
- Effective team management
- Financial & profitability management and reporting
- Proven revenue growth
- Devising & posting successful social media campaigns

Training will be given to the successful candidate in areas where the Museum's IT system, book-keeping software, visitor information etc may be unfamiliar.

Reporting

This role reports to the Board of Trustees, some of whom live locally in Broadway.

A lead Trustee will be appointed to work and support the successful applicant. Other individual trustees will be available in their areas of expertise – for example, Gordon Russell's place in design history, financial matters, education, museum management etc.

Contract, remuneration and holiday

The fixed-term contract is for 9-12 months only. Salary between £18,000-24,000 per annum pro rata with 20 days' holiday and bank holidays.

Application information

In the first instance please submit a covering letter and full CV to include two referees to Chair of the Museum Trustees, Jonathan Russell via email to jr@gordonrusselldesignmuseum.org

Closing date for applications: 14 February, 12 noon



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