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| **Role Profile** |

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| Job Title: | **Operations Manager** |
| Department: | Operations (Visitor Experience Directorate) |
| Reporting : | General Manager |
| Location: | NMRNP |
| Date: | March 2017 |

**NMRN Vision and Mission**

***Vision:*** To be the world’s most inspiring Naval Museum

***Mission:*** Inspiring learning, enjoyment and engagement with the story of the Royal Navy, and its impact in shaping the modern world.

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| **Primary Job Purpose** |
| To support the General Manager in managing the whole visitor experience.  To deliver an outstanding level of customer care to all of our users through representing and delivering the Visitor Experience Team Member competency framework and through demonstrating NMRN MARITIME values and behaviours.    To ensure that the visitor experience has a clear focus on ensuring our visitors are inspired and delighted with first class service and enabled to engage with our compelling story.  To ensure we provide a safe environment for all working and visiting the site.  To achieve targets and act commercially in all we do.  To deputise for the General Manager.  Lead on Visitor Experience volunteer management being a positive role model helping those around them adapt to a changing world and innovative ways of working. |

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| **Decision making authority and freedom to act** |
| To make decisions on the day to day operational management of the site.  To ensure Duty Managers are capable and empowered to deliver our strategic goals and enable them to deliver flexible working systems to suit visitor needs whilst thinking commercially.  To project manage as delegated.  Contributes to the delivery of the Corporate Plan. |
| **Financial responsibility** |
| To work with the Resources Directorate to ensure accurate and timely financial reporting and forecasting within area of delegated authority (Band F).  To agree and operate within the NMRN budget for staff costs and non-staff costs.  To ensure all money collected on site is reconciled and banked in accordance with NMRN financial policy. |
| **Information systems** |
| Leads Team meetings and/or contributes knowledge at team meetings.  To ensure all information systems are operated in accordance with NMRN policy and strategy. |
| **People management** |
| Motivates, inspires and influences others, providing effective line management support to individuals and the team to develop and reach their full potential.  Effectively delegates to support individual and team development to achieve team and strategic objectives.  Ability to adapt management style, when required.  To be a customer service role model for all colleagues. |
| **Communication and relationships** | |
| Works closely with the General Manager and Duty Managers.  Works with colleagues across Directorates.  Ability to positively represent the Museum to external organisations. | |

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| **Knowledge, Skills and Experience** | |
| **Subject** | **Mandatory** |
| **Knowledge** | Management role in tourism, museum or heritage organisation.  Knowledge of retail and catering operations, including use of EPOS systems for ticketing, retail and catering.  Involvement with public events and corporate functions, including an understanding of entertainment and licencing regulations.  Demonstrable understanding of both customer service and customer care principles. |
| **Experience** | Experience of leading a team and ability to motivate a team, especially in times of change.  Working in a customer focused environment.  Track record of delivering an outstanding customer experience.  Experience of working in a complex multi stakeholder organisation. |

*These are a guide to the contents of the main job and the skills and experience required. (This is not intended to be a task list). It is inevitable that the job content may change over time, and post holders are normally consulted about any significant changes. This information may be periodically reviewed, revised and updated to reflect appropriate changes.*

I have read and fully understand the above Role Profile

Agreed by ……………………….…………………..……… Date:………………………………………. (Employee)

Approved by:……………………………………………..… Date:………………………………….. (Line Manager)