



VACANCY: VISITOR EXPERIENCE DIRECTOR

Reporting to the Nottingham Industrial Museum Board of Directors, the **Visitor Experience Director** will manage our visitors' experience and take an active leading role in ensuring that visitors are fully engaged with well-maintained galleries, displays and signage.

Activities include:

- Developing policies and procedures to ensure that all visitors / guests are welcomed and receive exceptional customer service from volunteers.
- Working closely with the Duty Supervision team to ensure that the Museum has robust day-to-day procedures to ensure that all teams are prepared for the day.
- Liaising with the Volunteer Coordinator to ensure volunteers are fully trained.
- Providing operational support to other Museum teams.
- Liaising with the NCMG Curator with regard to exhibits, displays and signage.
- Acting as Duty Supervisor on a rota basis.
- Effectively managing allocated budgets.
- Ensuring back office reporting systems are in place.
- Implementing new procedures.

We are looking for somebody to shape our future visitor experience, transform our current visitor offer and deliver our strategic aim of creating exciting and relevant experiences that 'move, teach and inspire' our increasingly diverse audience. Previous experience of managing volunteers would be useful but not a necessity. A background in heritage would be beneficial as you must be passionate about local and industrial history and act as an enthusiastic ambassador for the Museum.

The right candidate should have a willingness to commit time for board meetings and devising strategic plans in addition to implementing the Visitor Experience programme and delegating tasks to other volunteers. You should have strong influencing and negotiating skills and experience of working with multi-disciplinary teams. You will have a creative approach, with the ability to drive and manage improvement and change whilst working on several tasks at a pace. You will also be decisive, a clear verbal and written communicator, able to digest the opinions of others, and prioritise activity based on the needs of the Museum. To advise the Board you must have confidence in your ability to share your expertise, insight and ideas, and absolute dedication to customer service and a strategic approach to delivering new ideas.

To apply, please download and complete our application form and email it, together with your CV and a covering letter, to Helen Bowen, Marketing and Communications Director helen.bowen@nottinghamindustrialmuseum.co.uk. We are keen to understand your experience and skills, and why you would like to undertake this opportunity. If you would prefer a 'no commitment' chat first, again please contact Helen using the above email address.

Closing Date: ongoing

About the Museum

Nottingham Industrial Museum is a registered charity and we are dependent for our survival on the money we raise each year. We are one of the first museums in the East Midlands to be 100% volunteer-run and established as its own company. This is an exciting time to join a creative and passionate team to drive the museum forward to be one of the 'go to' places



Nottingham Industrial Museum

to visit in the area. Please visit our website www.nottinghamindustrialmuseum.org.uk for more information.