

Customer and Facilities Manager



Person Specification

We will use these criteria to assess your suitability for the job.

Essential

1. Demonstrable experience of leading high performing customer service teams with a commitment to staff development and coaching.
2. Good knowledge of building management, security, and health and safety procedures.
3. Highly motivated, target-driven and able to work in an accountable system.
4. Ability to liaise effectively with both internal and external stakeholders, including contractors.
5. Strong and effective interpersonal skills (especially communication, motivation and team building)
6. Proven experience of successful planning and delivery of projects.
7. Ability to produce, monitor and evaluate records and write reports.
8. Able to respond to unplanned situations in a calm and capable manner and prioritise a wide range of tasks and to work to deadlines.
9. Excellent ICT skills.
10. Strong commercial awareness with experience of budget management.
11. Able to plan to meet visitor and operational needs at business as usual and strategic level.
12. Committed to Equal Opportunities and anti-discrimination practice in employment and service delivery.

Desirable

1. Experience of events planning and management.
2. Trading and retail experience.
3. Experience of working in a local authority context.
4. Enthusiasm for the museum sector.
5. Good general understanding of issues affecting museum collections and exhibitions.

Additional Requirements

- The job role requires the ability to converse at ease with customers and provide advice in accurate spoken English.
- On occasion the job role will require the holder to work evenings and weekends.
- The job holder will also be required to support call outs and emergency situations out of hours.
- The job holder will be required to work across 4 different sites on a weekly basis.

Our Values

Do you share our values of **proud**, **fair**, and **ambitious**?