

Person Specification: General Manager

The post requires a relevant degree or equivalent experience in a related subject area such as business management or human resource management.

Essential qualities:

1. developed business and financial management skills
2. proven high-level administration skills
3. patience and the ability to remain calm in stressful situations
4. a rigorous and systematic approach to duties
5. ability to prioritise and act efficiently
6. the ability to organise time and workload efficiently and effectively
7. diligence, attention to detail and high levels of accuracy
8. ability to work independently or as part of a team
9. the ability to think clearly using logic and reasoning
10. excellent interpersonal skills
11. excellent verbal and written communication skills
12. a high standard of literacy
13. computer literate
14. willingness to work occasional flexible and unsocial hours
15. in their day-to-day activities the post holder is expected to:
 - establish policies and procedures for staff
 - develop quality control processes
 - carry out staff appraisals and measure performance
 - deal with disciplinary issues
 - prepare reports and give presentations to the senior management team
 - manage the budget
 - support staff career development
 - attend conferences and training events
 - deal with staff recruitment

Desirable qualities:

1. being a trained Fire Marshall and First Aider
2. familiarity with internal accounting software

Job Description: General Manager

Purpose and aims of post	<ul style="list-style-type: none"> ● Provide both day-to-day general management and oversight of the operational management of the Museum ● Increase the profile of the Museum and help ensure its cultural and financial sustainability ● Maintain the ethos and intentions of the founders
Accountable to	The Director
Responsible for	<ul style="list-style-type: none"> ● House Manager
Key working relationships	<ol style="list-style-type: none"> 1. Work closely and positively with the Director, Curator and all colleagues, whether employees, contractors or volunteers, to ensure the success of the Museum 2. Work closely with the Curator and other members of staff as appropriate to ensure the effectiveness and efficiency of the Museum's Communication Strategy including: <ul style="list-style-type: none"> ● Internal communications ● External communications ● Marketing ● Public Relations 3. Supported by the House Manager, work closely and positively with a range of external audiences, relevant support groups, agencies and visitors including, but not limited to: <ul style="list-style-type: none"> ● The Trustees ● Visitors, both individual and groups ● The Friends of the Museum ● Donors and sponsors ● Local Authority visitors ● Participants in the Museum's events programme ● Relevant freelance visitors, contract staff and advisors ● All helpers and supporters ● External producers of events etc. ● Tenants and letting agencies in respect of the tenancy of the maisonette
Accountabilities	<p>General management across the whole organisation (RGM sole accountability) -</p> <ul style="list-style-type: none"> ● ensuring the most effective and efficient practical running of the Museum including its security, the maintenance of the building and the collection, its technical needs and related equipment and that the terms of the Museum's insurances are met ● ensuring safe systems of health, safety and welfare of all staff, volunteers, contractors and visitors are in place and adhered

The Fan Museum, Greenwich

	<ul style="list-style-type: none">● ensuring safe and legally-compliant systems of Food Hygiene are in place and observed● ensuring employment law compliance for staff and volunteers● being a joint signatory for Fans Ltd and The Fan Museum Trust for the Museum's current accounts held with HSBC● ensuring efficient and secure online banking usage● ensuring there is an effective staff, volunteer and visitor defect identification and reporting system in place● providing security as a keyholder● ensuring that the building is opened up and locked up as required when on duty● ensuring that staff holidays, sickness and absence are properly recorded <p>Management in consultation with the Curator (RGM is accountable)</p> <p>-</p> <ul style="list-style-type: none">● ensure that efficient and effective financial planning processes are in place and that all relevant financial procedures are followed● produce a monthly sickness and attendance record● produce monthly staff and volunteer rotas to ensure the Museum is always adequately and appropriately staffed● maintain effective systems for emergencies, including rota cover and emergency / evacuation planning● develop, implement, monitor and review the Museum's Emergency Response Plan● maintain the necessary financial systems for the efficient and effective operation of the Museum● ensure the smooth-running of the Museum including staffing, staff training, insurances and general upkeep <p>Management in conjunction with the Curator (joint accountability) -</p> <ul style="list-style-type: none">● ensure exemplary standards of customer care and service and cultural and diversity sensitivity are achieved and maintained across all the Museum's activities● maintain, implement, monitor and review the Museum's Forward Plan and other service related policies
--	---

The Fan Museum, Greenwich

	<ul style="list-style-type: none">● ensure the Museum meets accreditation standards and that all appropriate systems, policies and practices are in place● maintain, implement, monitor and review the Museum's Communication Strategy including the website● monitor and manage expenditure against the budgets of the Museum● prepare the annual budget for the Museum● identify potential new developments to maximise the Museum's commercial effectiveness <p>Management of non-Curatorial activities (GM sole accountability)</p> <p>These include but are not limited to:</p> <ul style="list-style-type: none">● providing effective leadership, supervision and management of staff, volunteers and other individuals employed by the organisation, ensuring they deliver their personal and group targets● conducting regular appraisals, objective setting and training oversight for supervised staff● producing regular written reports on relevant issues● approving Purchase Orders within designated parameters● approving bank card payments within designated parameters, cashing up and producing associated till reports at the close of each day● maintaining an efficient and effective online sales system for the gift shop, ticketing & associated activities● marketing, approving and managing effectively the use of the Museum by Private Hire, Group and Corporate clients● undertaking other related tasks and duties in connection with the smooth running of the Museum
--	---