



Job Title: Head of Operations
Salary: £30,000 - £32,000 depending on experience.
Reports to: Director
Responsible for: Museum Assistants and Receptionists
Hours: Full time, 37.5 hours per week, usually Mon-Fri but must be prepared to work occasional evenings and weekends to meet the demands of the role.

Gurkha soldiers, recruited from Nepal, have loyally served this country for more than 200 years, many making the ultimate sacrifice. Through its collections and archives, The Gurkha Museum celebrates and explains this unique and historic relationship, one that continues to this day, with the annual recruitment of Gurkhas from Nepal continuing to be vital for Britain's Armed Forces.

The Gurkha Museum Trust is a Charitable Incorporated Organisation (Registration No 1169920). The Museum is located in Peninsula Square, Winchester in Hampshire along with five other military museums and is open throughout the year. In addition to the permanent exhibition, reserve collection and archive, the Museum is fully engaged with education and outreach programmes, lectures, events and with trading, and other commercial activities that support its mission.

The Museum has embarked on a major redevelopment project, in support of which a bid is being developed to the National Lottery Heritage Fund, which will form the key element of a significant fundraising appeal. Leading the day-to-day operations of The Museum and working alongside the Head of Fundraising and Marketing, the Head of Operations will play a key role supporting the Director in the development and delivery of this project.

As a small team, going through a major redevelopment project, it is vital that the post-holder is flexible with regards to an evolving role, and is prepared to work collaboratively in a context where hard-wired hierarchies are unhelpful.

Key Purpose: to direct and coordinate the day-to-day activities of The Gurkha Museum, assisting the Director and ensuring the Museum's business is carried out in a timely, efficient and cost-effective manner.

Main duties and responsibilities:

- Working closely with the Director, to oversee the day-to-day management of the Museum, its staff and activities. Whilst primarily focused on internal activities he/she will assist the Director with external affairs, deputising for the Director as necessary.
- To take a proactive role in assisting the Director in strategy implementation and to take the lead in developing the Museum's policies and procedures. Responsible for the Museum's Management Plan.
- To ensure the Museum's governance arrangements, policies and procedures are compliant, efficient, and meet best practice, calling and servicing of the Board of trustees and subordinate committees, including the Museum Development Board. Act as Secretary to the Board and specified sub committees.
- To manage and distribute the Museum's Calendar and Forecast of Events
- Support the Collections Officer and Head of Fundraising and Marketing in the development of exhibitions and events.
- To ensure the delivery of HR and CPD programmes, including recruitment, induction, training, appraisal and disciplinary procedures of both permanent staff and volunteers.
- To ensure the efficient and effective running of the Museum office and its associated infrastructure. Responsible for all IT procurement and support policy. To coordinate and manage all office contracts.

- To support the Director in preparation and management of the Museum budget.
- Assist the Director in management of the redevelopment project.
- Liaison with key stakeholders, including the MoD (especially the Defence Infrastructure Organisation) and HQ Brigade of Gurkhas.
- Line management of the Museum Assistants and Receptionist.

Person Specification:

- A driven, self-starting leader, able to work effectively and collaboratively as part of the Senior Management Team.
- Excellent communication and interpersonal skills and the ability to build effective relationships with a wide range of stakeholders, including staff, volunteers, trustees, partner organisations, the armed forces, funding agencies, local authorities and others.
- Excellent organisational skills with the ability to prioritise own workload and that of others, managing time effectively.
- Financially literate.
- Ability to work with a multi-functional team, sharing resources to maximise impact.
- Flexibility over working hours and arrangements as may be reasonably required.
- An interest in military history and heritage in general, and the Brigade of Gurkhas in particular, would be beneficial, a willingness to learn and the ability to absorb and present Gurkha history is essential.

Knowledge, Skills and Experience

- Proven experience in a leadership and management role, ideally but not necessarily in a museum, heritage, visitor attraction or similar setting.
- Project management experience.
- Budgeting and financial management skills.
- Experience working with a Board of Trustees and knowledge of Charity Governance, would be highly desirable.

Additional Information:

To apply please send a CV and covering letter explaining your interest in and suitability for the role, and each of no more than 2 pages, to admin@thegurkhamuseum.co.uk.

Closing date for applications is Thursday 30 June.

Preliminary date for interviews: Monday 18 July.