



# People's History Museum

## Recruitment information

Head of Finance & Operations

December 2020

A green circular logo with the text "PEOPLE'S HISTORY MUSEUM" in white, slanted capital letters.

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# Letter from the Director

This is an exciting opportunity to join the People's History Museum (PHM) as a member of the leadership team with wide ranging responsibilities across finance, visitor experience and operations. As the museum builds on its remarkable success and achievements to date and looks ahead, this role will help transform and shape an even stronger and more impactful organisation for the future.

In early 2020 the museum celebrated its tenth birthday (as well as thirty years in Greater Manchester) and work started on a 2020-30 vision process to take the museum into its next decade and beyond. This role will work with the rest of leadership team, Trustees, staff, volunteers, stakeholders and others to continue work on this strategic programme from 2021.

The impact of Covid-19 has been significant for the museum with challenges faced and opportunities realised. Enterprise activity is being reviewed and fundraising continues to be crucial to the museum's future with a need for strong financial information and support to drive income as PHM responds to, and recovers from, the pandemic. Digital systems and processes have become even more important and this role will drive digital change in their team in connection with PHM's organisation-wide digital journey.

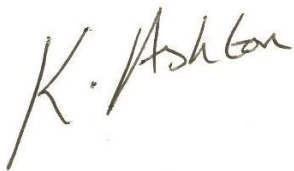
Making best use of PHM buildings and assets will feature heavily in future strategic and business planning, alongside the continued importance of a friendly, passionate and professional PHM welcome from our visitor services team. This role will work with a fantastic team who all strive to deliver excellent services for everyone who comes to the museum or engages with us online or from afar.

With ambitious plans taking shape, PHM is looking for someone who is a strategic thinker with an eye on the horizon, helping PHM to look ahead with confidence and ambition and make best use of its finances, its building, its resources and its people. They will demonstrate strong leadership skills including team development, motivation and communication with strong financial and operations experience. They will also believe passionately in everything that the museum stands for and the amazing award-winning work we deliver in collaboration with our communities, planning and delivering exceptional visitor and customer services.

Working alongside our Head of Collections & Engagement and Head of Business Development, the Head of Finance & Operations will ensure all services and teams are working effectively across the museum as part of a joined-up approach to delivering the museum's ambitious aims and objectives as the 'home of ideas worth fighting for'.

We look forward to receiving your application.

Best wishes,

A handwritten signature in black ink that reads "K. Ashton". The signature is written in a cursive, slightly slanted style.

Katy Ashton  
Director

# About us

People's History Museum is the national museum of democracy, telling the story of its development in Britain: past, present, and future. We provide opportunities for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

The museum currently welcomes a local, national and international audience (totalling 125,000 people each year) as well as reaching people online through our digital activities. We are keen to involve audiences and communities in all aspects of our work and to use models of co-curation, collaboration and crowd-sourcing when developing and delivering our programmes. Engaging people directly in the work of the museum helps to build a passionate and committed audience who become supporters and advocates for PHM, while also ensuring we are representative of many different communities and able to provide an inclusive space for their voices, their stories and their ideas.

Over the coming three years our innovative programme led approach will be exploring some important subjects and issues relevant to us all today including migration (extended into 2021), disability rights and activism (in 2022) and climate change.

PHM has an annual turnover of c.£1.5 million, employs 36 members of staff and has a team of freelance staff, community programme team members, and volunteers. PHM is funded by Arts Council England as a National Portfolio Organisation (NPO) and by the Greater Manchester Combined Authority (GMCA) Culture and Social Impact Fund. These two core funders provide a combined total of 50% of the museum's funding which is further supported by trust and foundation fundraising, individual giving, sponsorship and its wholly-owned subsidiary, the National Museum of Labour History Trading Company, which operates the running of the shop, café and venue hire service.

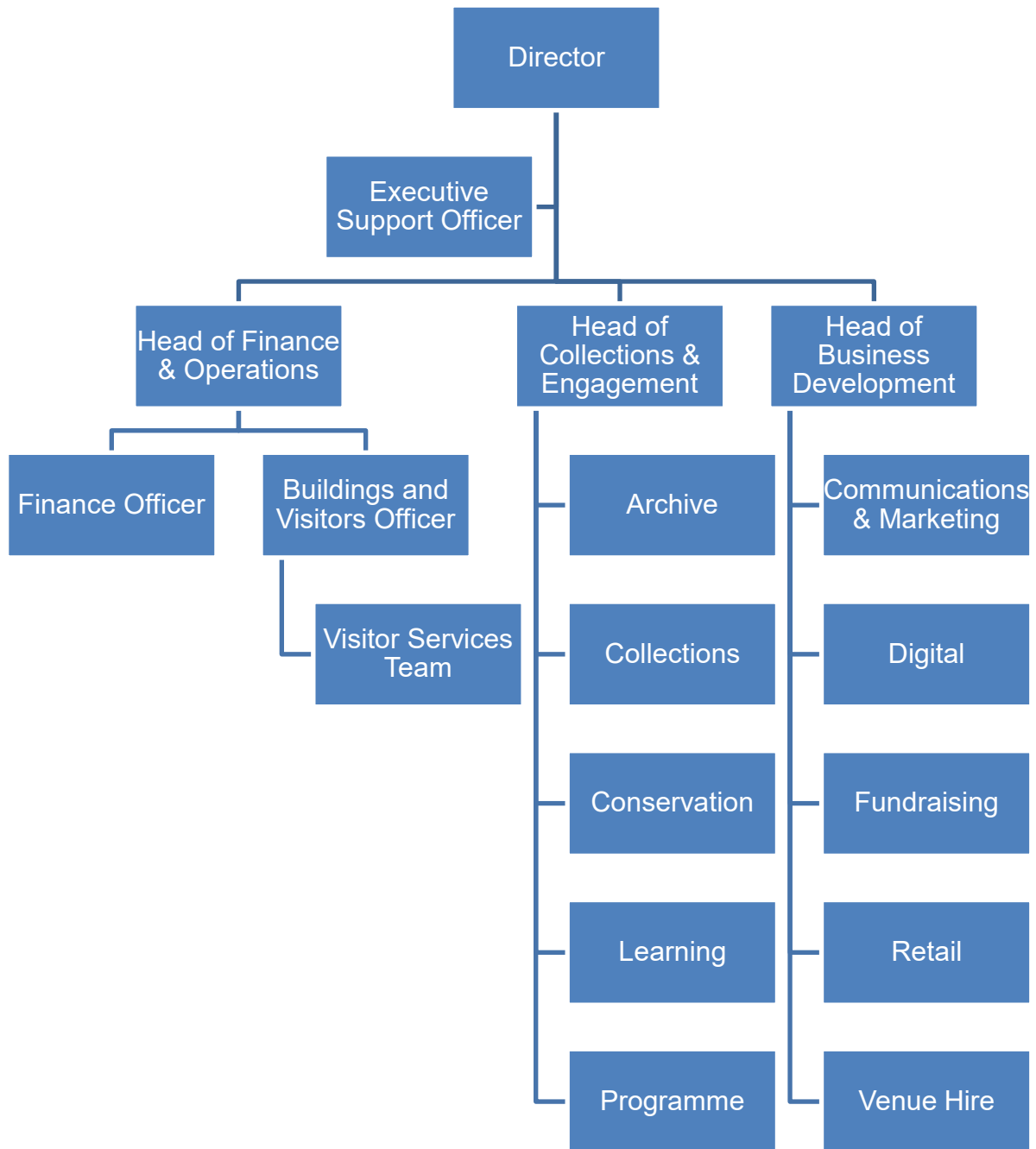
The museum is an independent museum, charitable trust and company limited by guarantee. The museum has a [Board of Trustees](#) as well as a Trading Company Board and an Audit and Risk Committee.

In early 2020 the museum celebrated its tenth birthday since its new building was opened (as well as marking thirty years in Greater Manchester) and had begun the process of developing a new vision, mission and strategy for its next decade. That work may have been interrupted by the COVID-19 pandemic, but we still have ambitious plans for the coming years - to scale-up our work, to reach larger and more diverse audiences, to deliver on a national and international level, to push ourselves with digital technology and to achieve an even bigger impact for our audiences and communities through all that we do.

In 2021, PHM will continue to recover from and respond to the COVID-19 pandemic which will continue to have an impact on audience engagement, income streams and online engagement for some time. The museum has so far responded with resilience and with creativity; continuing to be committed to community collaboration and co-curation. Emergency funding and support has been crucial and there will continue to be a job to do in securing income in the short, medium and long term.

The museum team will look ahead to create shared business plans for 2021-22 and 2022-23 in the first half of 2021, as well as thinking about the bigger picture and a clear shared vision for the impact that PHM wants to make on the world. The museum's pre-pandemic business plan can be found [here](#) and an impact report produced to mark PHM's tenth birthday can also be found [here](#).

# Our structure



The Leadership Team consists of the Director, Head of Business Development, Head of Collections & Engagement, Head of Finance & Operations and supported by the Executive Support Officer.

The Management Team consists of the Archive Manager, Communications & Marketing Manager, Conservation Manager, Network Manager and Programme Manager.

# Job Description:

## Head of Finance & Operations

**Salary:** £32,234 (Grade 7)

**Contract:** 2 year post (with extension subject to PHM securing further funding)

**Hours:** Full time (35 hours a week) with flexible working and consideration of part time hours or job-share

**Annual leave:** 24 days plus bank holidays

**Responsible to:** Director

**Responsible for:** Finance Officer, Buildings and Visitor Services Officer, Senior Visitor Services Assistants and Visitor Services Assistants

**Location:** People's History Museum (with some duties requiring work at off-site storage facility), currently partly working from home due to Covid-19

### Key responsibilities

The Head of Finance & Operations will be responsible for making best use of People's History Museum assets and resources to deliver the museum's vision and mission (including the building, staff and volunteers, finances and other resources). They will place the vision, mission and values of the museum at the heart of their work in helping to build and secure a strong and successful future for PHM.

The post will take lead responsibility for:

- Strategic financial management and planning
- Visitor experience and services
- Building and operations across the museum's sites
- HR, development and training for staff and volunteers

### Strategic financial management and planning

The postholder will work with the finance team, Audit and Risk Committee and external auditors, with leadership responsibility for the following areas:

- Setting budgets alongside the senior and management teams on an annual and 3-4 year business planning cycle (for both the museum and its trading subsidiary)
- Providing regular and clear financial information and narrative to the senior team, managers and whole organisation to support decision making, programme and project delivery and to build greater financial literacy
- Providing Trustees with clear financial information to ensure strategic, financial and organisational issues are prioritised; appropriate actions are taken; and risk is effectively monitored and mitigated
- Supporting fundraising with accurate financial information and budgets for grant applications, sponsorship and other fundraising activity as required
- Providing accurate grant income and expenditure information for grant claims and reporting (including for major funders, Greater Manchester Combined Authority and the Arts Council)
- Reviewing and developing all financial management and administrative systems with a focus on integrating systems as part of the PHM Digital Strategy, to improve efficiency and effectiveness, and better equip the team for home/hybrid working
- Developing and implementing organisational policies and legal and statutory requirements, including general finance, reserves and anti-fraud policies
- Overseeing day to day income and expenditure systems and cash flow

- Overseeing the compliance requirements for Companies House and Charity commission regulations, annual accounting and external auditing, VAT returns and law and Tax law
- Making claims to HMRC for VAT, Corporation tax (Museum and Trading), Gift Aid, job retention scheme and others as applicable

### **Visitor experience and services**

- Leading a team of staff and volunteers who are integral to the operation of the museum through visitor experience, retail, building operations and events
- Inspiring staff and volunteers to deliver high quality standards across all visitor facing services
- Continually look for ways to enhance the visitor and customer experience and increase opportunities for key audiences (as outlined in the Audience Development Plan)
- Ensuring effective collaborative working across the organisation with the visitor services team working closely with programme, collections, fundraising, commercial, communications and other teams

### **Buildings and operations**

- Protecting and insuring the workforce and visitors through employee and public liability, as well as all aspects of Health and Safety
- Protecting and insuring the museum's assets: the collections, buildings and contents
- Overseeing all relevant leases, business rates and other legal matters for both the main PHM museum building as well as the museum's offsite storage in Manchester

### **HR, development and training**

- Ensuring effective processes and policies are in place for recruitment, induction, training and reviews
- Taking a lead with implementation of staff development, annual appraisals, staff performance, grievance and disciplinary issues
- Informing, reviewing and checking information for PHM's payroll provider (Manchester City Council) including appointments, salaries, pensions and other related details
- Leading reviewing and updating the museum's approach and policies for volunteering and safeguarding
- Taking a lead in championing and delivering the museum's Equality, Diversity and Inclusion policy

### **Other duties**

- To perform all tasks in line with the museum's policies, including Equal Opportunities and Health and Safety
- To keep abreast of new technology, particularly computerised systems and be prepared to undertake training as required
- To deputise for the Director in appropriate areas
- To perform any other duties as required and commensurate with the level of responsibility
- To contribute to PHM'S CRM systems as appropriate; performing all tasks in compliance with Data Protection and GDPR Regulations

# Experience, knowledge and skills

As a member of the leadership team, this role will have wide ranging responsibilities across finance, visitor experience and operations.

We are looking for a candidate who can demonstrate a breadth of experience, knowledge and skills across the following criteria with the opportunity for ongoing training and development to support the successful candidate once in post.

## Experience

- Experience of organisational budget setting and financial management, ideally in a charity or related field
- Experience of income and expenditure recording with sage, quick books or similar software
- Experience in the compilation and presentation of financial reports to Trustees, Directors or similar
- Experience of claiming and reporting for funds (including presentation of cash flow) for large projects funded by bodies such as National Lottery Heritage Fund (NLHF), Arts Council, European funding or similar
- Experience of working in an organisation that provides visitor services in a heritage / customer focused environment
- Experience of building operations including maintenance and capital budgets, security and H&S issues
- Experience of managing staff, finances or resources at a senior level
- Experience of negotiation and claims for insurance policies, particularly employers and buildings insurance

## Knowledge and Understanding

- Accountancy qualification covering the drawing up of SORP accounts and P&L, willingness to work towards a qualification, or equivalent experience
- Knowledge of Charity VAT, Gift Aid and Corporation tax submissions
- Knowledge of Company's house and Charity commission regulations and requirements
- Understanding of local government conditions particularly salaries, pensions, holidays and implementation of necessary HR systems and processes
- Understanding of health & safety, risk management, and legislative compliance within a similar context

## Skills and Abilities

- Excellent interpersonal skills including the ability to communicate effectively both written and verbally to a range of people internally and externally
- Attention to detail with accurate and excellent administration skills
- Ability to work well under pressure and manage and prioritise workload
- Ability to work flexibly within and across teams, and to develop a team culture across the organisation
- Interest, enthusiasm and commitment for the work of PHM as the 'home of ideas worth fighting for'



## How to apply

To apply, please send a completed application form ([available from on PHM's website](#)) to [Charlie.corkin@phm.org.uk](mailto:Charlie.corkin@phm.org.uk).

If you require the application form in a different format, please get in touch to discuss your application.

Completed applications should be emailed to [charlie.corkin@phm.org.uk](mailto:charlie.corkin@phm.org.uk)

If you are unable to email your application please post a hard copy, to People's History Museum, Left Bank, Spinningfields, Manchester, M3 3ER.

The closing date for applications is Friday 22 January. Interviews will be held via video on Wednesday 3 February.

Each application will be assessed against the criteria for the roles, as published in this document.

If you have any questions regarding your application, or would like to arrange to discuss the role, please contact Charlie Corkin at [charlie.corkin@phm.org.uk](mailto:charlie.corkin@phm.org.uk).

## Diversity

PHM prides itself on being a welcoming and inclusive organisation, profoundly committed to advancing equality and diversity in the broadest sense. We value the benefits that diverse perspectives bring to PHM's work for people of all ages to learn about, be inspired by and get involved in ideas worth fighting for; ideas such as equality, social justice, co-operation, and a fair world for all.

We recognise we currently under-represent Black people and People of Colour, disabled, and LGBTQ+ people and those with intersecting identities in our workforce; PHM are actively working to address this and encourage applications from these backgrounds. While the successful candidate will be selected purely on merit, in the event of a tie between two candidates with equal experience, we may select a candidate who helps us better represent the communities the museum serves.