# Senior Interim Change Leader

# Job Description

**Role Profile**  Leadership BCP Band )

**Service/Team** Customer and Property / Poole Museum

**Reports to** Service Director, Customer and Property

**Responsible for** Curator, Visitor Services Manager, Volunteer Manager, Commercial Officer, Community Engagement Officer, Public Programming Assistant, Learning Assistant, Exhibitions Officer (vacant)

**Number of posts** 8

**Post number** tbc

**My job improves the quality of life for the people of Bournemouth Christchurch and Poole by** providing access to outstanding cultural facilities and programming for all.

**Job Overview**

You will lead and develop the museum staff team and volunteers across a range of professional areas of work including collections, exhibitions, education, outreach, public programming and commercial operations. You will provide vision and strategic leadership through a period of considerable change during a high-profile £10.3m redevelopment. You will ensure the successful and commercially sustainable reopening of Poole Museum as an outstanding cultural centre and vibrant community hub by Spring 2025.

## Key Responsibilities

* Lead the strategic development of the Service through a 10-year forward plan to ensure a sustainable Museum after reopening across all aspects of culture, commerce, and community, ensuring council values and customer focus are embedded throughout.
* Develop and implement a comprehensive financial strategy and business plan, as part of the 10-year strategic forward plan - ensuring significantly increased income by maximising enterprise and commerce, and developing diverse streams of income through donations, sponsorship, and fundraising, delivering a reduction in the core subsidy.
* Create an enthusiastic and focussed environment, putting in place a fit for purpose organisational structure of staff and volunteers, ensuring each team member uses their full skills, and developing collaborative teams who are committed to service excellence.
* Represent the Service as Client for the £10.3m capital programme, working with the Client Project Manager, project team, and professional team, to ensure a transformed service and the successful reopening of the Museum service on time in Spring 2025.
* Lead the development and promotion and delivery of a new, outstanding and innovative cultural programme, working collaboratively, and strategically with a wide range of partners, that significantly increases opportunities for all to take part and engage, achieves excellence in all respects, consistently exceeds expectations, and drives attendance and engagement across all audience groups - establishing Poole Museum as a leading cultural organisation in Poole and BCP.
* Accountable for the delivery and performance of the service, with responsibility for the Museum’s policies, procedures, staffing, budget, operations, collections, buildings, facilities, and resources, ensuring assets are managed, utilised, and protected according to all relevant standards and best practice (including Museum Accreditation standards) in service of the Museum’s strategic goals.

## Specific Qualifications and Experience

* Post-graduate degree or equivalent in a relevant area
* Advanced relevant professional qualification (or equivalent experience) with clearly evidenced continuous professional development and understanding of sector best practice and broader commercial awareness.
* Substantial senior leadership experience in a cultural organisation, preferably at a head of service level.
* Deep, specialised knowledge and skills across arts, heritage and culture (including legal and regulatory requirements and the risks of non-compliance) gained through extensive experience in several complex and demanding roles, including broader commercial awareness
* Thorough knowledge of project management gained through extensive experience
* Up-to-date knowledge of external issues (legislative, regulatory, best practice standards etc.) within the cultural and heritage sector, including the management of heritage buildings and collections, accessibility and inclusion, decolonisation, and co-creation.
* Thorough knowledge of effective change and stakeholder management principles gained through extensive experience, with ability to inspire and lead change and support staff wellbeing.
* Experience leading on the development and delivery of successful commercial enterprises and exceptional and innovative visitor experiences in cultural settings.
* High-level planning, communication, and team leadership skills in achieving corporate objectives.
* Influencing and stakeholder management skills and the ability to build relationships at a political, senior and management level in pursuit of organisational goals.
* Experience of complex financial planning and modelling at a strategic level.
* Extensive fundraising experience for capital and revenue projects including trusts, foundations, major national funders, and high net worth individuals.
* Affinity with Poole and for the collections held by the museum, in particular maritime.

## Personal Qualities & Attributes

* Strong leader, persuasive and engaging who can hold people to account but also coach and develop a high performing team.
* Personal credibility, integrity and emotional intelligence.
* Excellent interpersonal and communications skills
* High level of resilience
* Demonstrates attention to detail
* Remains calm under pressure
* Confident decision maker
* Strategic thinker with high levels of initiative
* Proven and demonstrable commitment to inclusivity

## Job Requirements

* Ability to speak fluent English
* Required to be a trustee of Wessex Museums Trust, an Arts Council NPO, representing Poole Museum.
* Will be required to attend out of hours events and activities as and when required, including duty management.
* Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving licence with access to own or pool car.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.