

Job description

Job title: Commercial & Operations Officer

Staff supervised by the post holder: None. From time to time the post holder may be supported by volunteers and be required to show leadership as a member of staff.

Budget Responsibility & Expenditure: None.

Post holder's immediate supervisor: General Manager

Hours: Paid 7.5 hours per day. (An unpaid lunchbreak of 30 minutes must be taken).

Hours of work: Typically, 08:00 -16:30 or 09:00 - 17:30, although this may vary due to the needs of the museum. From time-to-time, you may be asked to support events outside these core hours for which lieu time will be given. *(Days possibly flexible subject to management agreement with occasional weekend working agreed on a rota).*

Salary: £28,000 pro-rata (working 2 days per week)

Benefits: Pension Scheme, Health Plan Membership, Flexible Hybrid Working where possible, Training.

Location: Florence Nightingale Museum.

1 Job purpose

The Florence Nightingale Museum is seeking to appoint a Commercial & Operations Officer at an exciting time in its ongoing development.

The Commercial & Operations Officer will be responsible for the overall management and development of the Museum's events and venue hire commercial activity. The ideal candidate will have a track record that demonstrates a passion for creativity and customer service, with a primary focus on developing new income streams. The candidate will comfortably understand the Museum's mission and goals, and ensure the commercial activities are fulfilled efficiently and effectively in line with our charitable purpose.

2 Principal duties and responsibilities

- Responsible for developing and implementing the Museum's commercial strategy and driving a change programme to generate additional income from

a variety of sources including public programming.

- Lead and manage the venue hire operation, developing new opportunities.
- Develop mutually successful relationships with suppliers and partners.
- Ensure that all decisions are data-led and that systems are in place to collect and interpret data in order to maximise income and impact.
- Oversee the Museum events programme - ensure planning, marketing, ticketing, and delivery of the Museum's in-house events programme is fulfilled effectively.
- Developing and implementing fundraising events and managing delivery with the General Manager and staff team.
- Ensure that all commercial areas and activities are operated in a safe way, and that policies and procedures are in place and adhered to.
- Act as liaison with GSTT and GSTT contract cleaners to maintain communication.
- Work alongside the General Manager to complete required facilities management duties.
- Responsible for opening and closing the Museum and adherence to security procedures when required.
- Complete daily and weekly cash handling and banking as and when required.
- Any other reasonable duties as may be required by the General Manager.

All staff are expected to maintain high standards of customer care, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

All staff are expected to adhere to GSTT No Smoking Policy whilst on the hospital site.

How to apply:

To apply, email your CV and a covering letter outlining your interest and suitability in this role to Katie Edwards by 5pm, Monday 5th February 2024.

katie@florence-nightingale.co.uk

Interviews will take place on Monday 12th February 2024.

The Florence Nightingale Museum is an Equal Opportunity Employer. We are committed to treating all applicants and employees fairly and equally regardless of race or colour, nationality or national or ethnic origin, religion or religious belief, political belief, parental or marital status, class or social background, sex or sexual orientation, disability, or age.

We are an accredited Living Wage Employer.

