

JOB DESCRIPTION



Job Title	Operations Coordinator	Duration	Until 31 March 2021
Division	Learning and National Programmes	Hours/FTE	21.6 hours per week
Dept	Estates / Museum of Childhood		
Reports to	Estates with dotted lines to Melissa Colin	Direct Reports	N/A

Context

The V&A has launched a 4-year capital campaign to transform the Museum of Childhood (MoC) from a museum of the social history of childhood to a place of joy and creativity, where children aged 0-14 – and their families – can explore the V&A's extraordinary collection of art, design and performance to fire their imagination and spark their ingenuity. The reinvented and renewed MoC will activate its world leading collection and dynamic creative networks and communities to nurture creativity and learning skills for the 21st century. It will deliver this renewed vision with a focus on children, in ways that are locally rooted and nationally relevant and put the needs of childhood at the core. It will be more entrepreneurial and aim to become more financially sustainable.

Main Purpose of job

Based at the V&A Museum of Childhood, the Operations Coordinator will oversee and coordinate all logistical and operational requirements for the MoC site during an intensive and critical period of full museum decant. They will deliver the effective and safe operation of the Museum of Childhood during decant with consistency and efficiency.

Key Responsibilities

To support with Estates the Museum's ongoing maintenance programmes ensuring that facilities, the building's fabric and other spaces are maintained to the highest standards. This includes liaison with Museum staff and the V&A's Projects & Estates Department, feeding into central maintenance agreements, managing contractors on-site, and managing any delegated building maintenance budget.

To act as the main point of contact on the ground for the Security and Cleaning contracts. This is especially critical from 1 February 2021, when the Security of the site will be managed externally. This includes monitoring performance standards and dealing with changing operational requirements.

To assist with logistics and contractor management during object and back of house decant. This may include liaising with local council to facilitate use of space on surrounding roads.

To work with the Security team to monitor and review the Museum's security systems in consultation with colleagues at South Kensington and agencies across London, ensuring compliance with all staff to the site at all times. This includes, being committed to health and safety and ensure familiarity with all of the Museum's health and safety policies and procedures. From 1 February 2021, be in charge of opening the museum if there are more BoH decant needs, as security will be managed remotely.

To constantly monitor and improve systems and procedures to ensure the effective operation of the Museum as per its current needs.

To oversee and monitor the Museum’s health and safety, emergency, disaster and business continuity plans (in consultation with South Kensington and Museum of Childhood colleagues), ensuring that information is kept up to date, that the risk register is constantly reviewed, and that on –site staff are appropriately trained in all emergency and preventative methods. This includes monitoring and reviewing the museum’s fire plan and fire risk assessment.
Carry out ad hoc duties as requested by appropriate by the Creative & Skills Director at MoC.

The above job description is intended to be an outline of the duties and responsibilities for this role. This is not exhaustive, and it is likely to change over time. You may be expected to undertake other duties that are commensurate with this role

PERSON SPECIFICATION

Job Specific	Substantial experience in buildings management role with sound and proven knowledge of security, health and safety, and building maintenance
	Knowledge of H&S legislation, COSHH and other statutory requirements, and the ability to assess risks.
	Ability to manage multiple priorities.
	Strong administrative skills, including attention to detail and planning skills, as well as strong computer skills, including experience using Microsoft Office.
Core Skills	Basic standard of literacy and ability to perform straightforward numerical/financial transactions
	Experience of communicating clearly, with the ability to adapt your communication style for different groups
	The ability to use MS Office and other relevant IT systems as appropriate for the role.
	Demonstrates flexibility and the ability to manage multiple tasks
Behaviours	Respects others’ expertise, time, perspectives and contribution.
	Takes responsibility for delivering on actions, achieving high-standards and learning from mistakes
	Open to change , new ideas and suggestions; looks for opportunities for improvement and self-development
	Works with others outside their own department in a collaborative, understanding, and, engaging way.

Current recruitment process: We are committed to looking for any opportunity to redeploy staff where possible. As such, we will consider any candidates whose role may be at risk of redundancy first. This means that those who are risk of redundancy and are able to demonstrate that they meet all the essential criteria will be given an interview ahead of other internal candidates. If a successful candidate is not appointed through this process, then internal candidates from other departments will be invited to interview where they meet the essential criteria.

Hours: Net working hours (i.e. excluding meal breaks) are 21.6 per week.
Normal working hours are 9am-5.15pm Monday to Thursday and 9am-5pm Fridays.