



GUNNERSBURY
PARK & MUSEUM

Job Title: Head of Museum Service (full time, permanent)	Salary: £45,000-50,000 p.a.	Location: Gunnorsbury Park Museum
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JOB DESCRIPTION

PURPOSE OF ROLE:

To support the mission and strategic objectives of the Gunnorsbury Museum & Park Development Trust (GMPDT) to provide community benefit including the advancement of education and promotion of social welfare by the effective management, conservation and interpretation of the Gunnorsbury Park Museum collections; to deliver GMPDT's National Portfolio Organisation obligations to the Arts Council England.

Direct staff reports

- 1 x Formal Learning Manager
- 1 x Community Programmes Officer (0.6)
- 1 x Senior Curator
- 1 x Digital Engagement Producer (0.6)

Indirect staff reports

- 1 x Curator
- 7 x Learning Assistants (permanent & casual)
- Freelance staff and consultants
- Freelance Archivist

KEY ACCOUNTABILITIES:

- Provision of a comprehensive museums service to achieve service outcome targets agreed with commissioning bodies including the Arts Council England
- Development and implementation of learning and community engagement programmes and services to support the mission and strategic objectives of GMPDT as set out in the organisational business planning cycle
- Leadership, management and development of staff to achieve agreed individual and team performance targets
- Management of external freelancers, suppliers and consultants to meet performance standards.
- Accountable for delegated staffing and revenue budgets
- Act as an advocate for the Museum Service internally and externally

MAIN DUTIES & ACTIVITIES

Planning and Service delivery

- Work collaboratively with senior colleagues to develop and manage the delivery of a high quality, accessible museum service, to meet the service outcome expectations of the commissioning boroughs of Ealing and Hounslow
- Deliver on the Arts Council England National Portfolio Organisation Activities Plans and Investment Principles
- Take lead responsibility for the development and implementation of GMPDT's museum service Forward Plan (comprising community / public participation, exhibitions and audience development plans) to achieve specific, measurable outcomes to advance education and promote engagement with and take up of museum services and events by disadvantaged and under- represented groups and individuals
- Ensure that a robust impact assessment and KPI regime is instituted to underpin the effectiveness and quality of all projects and work streams, producing an annual Impact Report for the museum service
- Oversee the development of innovative and effective use of digital technologies to support the management, care, interpretation and access to museum collection, heritage assets of Gunnersbury Park and local history
- Oversee and support the work of the Senior Curator to achieve consistent, excellent standards of practice in the conservation, management and interpretation of the museum collection and archive
- Support the Senior Curator in the updating and implementation of collections specific policies and plans (including the Museum Emergency Plan)
- Manage and support the Formal Learning Manager in the development and delivery of high quality, learning programmes to promote education, engage formal learning providers and support educational attainment
- Manage and support the Community Programmes Officer to develop innovative collaborations and partnerships to enhance the delivery of GMPDT's community engagement programme
- Work collaboratively with internal and external fundraising resources to develop bids for grant funding and opportunities for sponsorship to support the delivery of museum services
- Ensure that the museum adheres to, and retains, relevant national standards e.g. ACE Accreditation
- Work collaboratively with the senior colleagues to support the overall management of the Museum and Park heritage estate, to ensure that the entirety of Gunnersbury Park is well maintained and runs efficiently at all times
- Work with the Curatorial team to procure and manage expert consultants and contractors, to ensure the highest standards of conservation and management of Museum collections

Internal and external relationships

- Develop strong and impactful external relationships and networks; and develop strategic partnerships at regional and national level to enhance the reach, impact and profile of the Museum Service
- Develop and maintain close working relationships with all GMPDT and the commercial Gunnersbury Estate (2026) Community Interest Company staff to ensure achievement of organisational aims
- Work collaboratively with the Head of Estates and Major Projects to ensure a high quality and safe onsite visitor experience

- Work closely with internal and external marketing, communications and PR specialists to increase engagement with and participation in Museum Service programmes by priority audiences
- Build relationships with external partners, agencies and stakeholders through consultations, events or other methods to determine customer voice and improve the service offer

General Management Responsibilities

- Overall responsibility for effective management of delegated budgets for the Museum Service and a proactive, innovative approach to income generation via grants and participatory programmes
- Line management responsibility for curatorial, marketing & communications, learning community engagement functions with 5 direct reports
- Run team meetings, conduct regular one to ones and professional development reviews with direct reports
- Motivation and development of staff and volunteers to meet all performance objectives set
- Attend relevant training opportunities and participate in staff development initiatives to improve knowledge and working practice
- Research and implement best practice in the museums and heritage sector and drive the quality of the Museum Service offers to enhance visitor and participant experience
- To assume a key role in supporting the Senior Management Team in dealing with major incidents and emergencies impacting on the safety and security of staff, park and museum visitors and/or the security and integrity of museum and park structures and buildings .
- To lead for the organisation on Safeguarding policy and practice

KEY PERFORMANCE INDICATORS:

- Demonstrable ongoing contribution to delivery of GMPDT's strategic aims and objectives and annual business planning cycle.
- Successfully deliver the current Arts Council England National Portfolio Organisation programme (to 31st March 2026) and achieve NPO status again in the 2027 – 2030 round
- Retain Arts Council England Museum Accreditation
- Achievement of annual and long-term outcome targets as prescribed by the Museum Service specification set out in the Joint Management Agreement with Ealing and Hounslow councils.
- Achieving incremental improvements to standards of collections documentation, care and management which support the achievement and retention of Accreditation

The post requires some occasional evening and weekend working

PERSON SPECIFICATION

Knowledge, Skills & Abilities	E = essential D = desirable
Relevant degree, professional qualification or equivalent professional experience and training	E
Ability to strategise for, and implement change	E
Knowledge of best participatory practice within a heritage, arts or cultural setting	E
Understanding of conservation, and collections management principles	E
Understanding of the issues facing communities in Lond and the role of heritage, arts and culture in supporting physical, mental and emotional wellness	D
Understanding of the charity sector	D
Knowledge of equalities legislation, best practice and commitment to EDI	E
Excellent communication and presentation skills	E
Strong, planning and problem-solving skills	E
Proficient in the use of Microsoft Office specifically Word, PowerPoint, Excel, Outlook and Teams	E
Proven ability to manage staff, set objectives and achieve results	E
Experience:	
Consistent track record of leadership in a heritage, arts or culture setting	E
Effective management of people and teams	E
Experience in managing, developing and delivering high quality, inspiring and relevant projects and programmes	E
Experience of managing significant multi-year Arts Council England (or similar) grant-funded programmes	D
Demonstrable experience in balancing public access and inclusion with the need for museums and heritage sites to maximise on their income generating opportunities	D
Experience in evaluation, impact assessment or collecting feedback on services	E
Experience in implementing equality and cultural diversity policies across all aspects of an organisation	D
Experience of the successful and effective use of digital technology in a heritage, arts or cultural setting	E
Experience of working with audiences commonly underrepresented in museums	E
Experience in budget management and financial reporting	E
Demonstrable experience of income generation via grants and / or sponsorship	E