



Role Description: Senior Operations Manager (Storehouse), V&A East

Contract: Full time, permanent

Hours: 36 hours per week

Salary: £40,000 – £50,000 depending on experience

Responsible to: Head of Operations & Commercial, V&A East

Responsible for: Line management of Floor Managers; dotted line management of Creative Studios Manager and Volunteering Manager; close working partnership with Security Supervisor, Security Site Lead and Head of Collections Access.

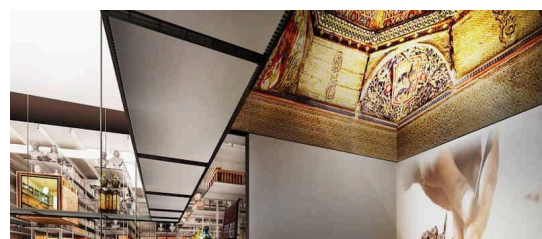
V&A East is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone. Opening in east London, 2025.

V&A East Museum celebrates making and creativity's power to bring change. Created with young people and rooted in east London's heritage, V&A East Museum explores what's shaping our world with the voices leading contemporary culture. Two galleries explore why we make, alongside a major exhibition space, restaurant, shops and spaces for social gathering and events, all housed in a new building designed by world renowned architects O'Donnell and Tuomey, V&A East Museum opens in east London in 2025.

On the other side of the Queen Elizabeth Olympic Park, **V&A East Storehouse** is located in Here East (near Hackney Wick) and has been created to provide unprecedented access to the V&A collections and archives. A unique new museum experience invites visitors behind the scenes to wander amongst half a million creative works, spanning every era, discipline, and corner of the globe. Through an ever-changing programme of displays, events and workshops, V&A East Storehouse will share new discoveries and untold stories and provide new opportunities for everyone to discover and develop their own creativity. Designed by leading architects Diller Scofidio + Renfro, opening in east London in 2025.

Who is V&A East for?

V&A East is for everyone, but we're committed to delivering an offer that speaks to communities historically underserved by mainstream cultural institutions. This means we are working hard to ensure that we reach and engage those aged 16-24, residents of Hackney, Newham, Waltham Forest and Tower Hamlets and those from global majority backgrounds.



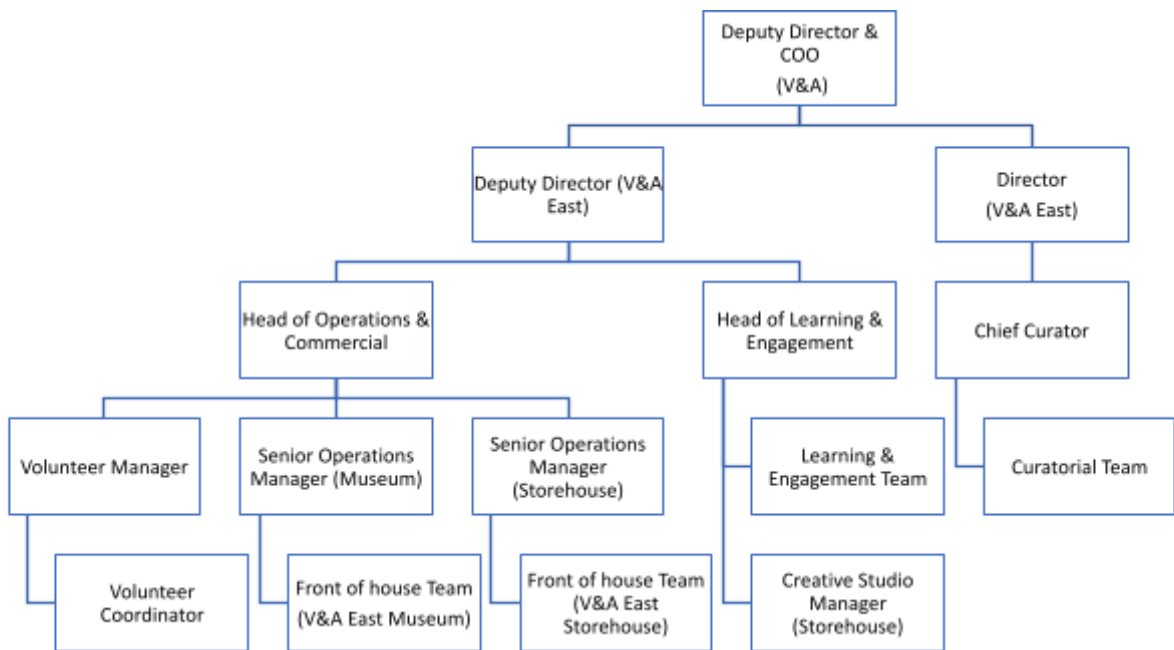
External render view of the new V&A East Museum at Stratford Waterfront, designed by O'Donnell + Tuomey. © O'Donnell + Tuomey / Ninety90, 2018

Where does this role sit within the wider V&A team?

The V&A is a family of venues, made up of V&A South Kensington, Young V&A (Bethnal Green), V&A East (Queen Elizabeth Olympic Park), V&A Dundee, V&A Wedgwood

Internal render view of the new V&A East Storehouse at Here East designed by Diller, Scofidio + Renfro. © Diller, Scofidio + Renfro, 2018

Collection (Stoke-on-Trent) and V&A at Design Society, Shekou (Shenzhen, China). This role will focus entirely on V&A East, and you will be based with the V&A East team already located in the Queen Elizabeth Olympic Park, with occasional work from V&A South Kensington as required.



Purpose of the Role:

This is an opportunity for an ambitious operations manager to play a pivotal part in creating and delivering a world class front of house operation at V&A East Storehouse. The Senior Operations Manager (Storehouse), V&A East will help to deliver and lead a world-class visitor experience; understanding the complexities and unique challenges of opening a new building whilst maintaining a solution focussed, positive and agile mind set. This role will also support commercial areas of operation including catering, security, retail, membership and ticketing.

V&A East represents new museums for new audiences. In our aim to engage those aged 16-24, and with 35% of our visitors expected to be local to the surrounding boroughs, we must recognise that V&A East may be, for some of our audience, their first visit to a museum. Our welcome approach places radical access and transparency at the forefront of the experience, creating one team that works across all our public touchpoints to remove barriers to access and create a space in which our audiences can feel welcome and comfortable.

We will support our front of house team to undertake Level 2 SIA qualified Door Supervisor training, creating opportunities to build career-enhancing skill sets for those delivering our pioneering model. This role will work closely with colleagues from V&A's central Security & Safety team to set out a training and development framework for the front of house team and ongoing regular security and health & safety monitoring.

Focusing on providing excellent customer service, the Senior Operations Manager at V&A East Storehouse will ensure that underpinning the extraordinary and memorable visitor experience are robust operational procedures that keep our collection, objects and people, safe. They will work closely with teams across the museum to ensure a smooth operation, directly line managing and coaching the front of house management team and providing second line support to the front of house assistants and volunteers.

We are looking for a forward-thinking, collaborative and solution-focused Senior Manager who will empower their team and colleagues to realise and uphold the ambitions of V&A East Storehouse, maintaining the highest operational standards and foregrounding our accessible visitor experience for the opening in 2025 and beyond.

We particularly welcome applications from those living in our surroundings boroughs (Hackney, Newham, Tower Hamlets and Waltham Forest) to help build our V&A East Museum and Storehouse for and by the local communities.

Key responsibilities

- Lead and manage daily front of house operations to ensure an exceptional, engaging, welcoming, inclusive and safe visitor experience, including regular duty management.
- Create and maintain a supportive and motivated team, including direct line management and coaching of front of house management and staff.
- Manage business continuity for the front of house team, including capacity management, fire evacuation, and emergency situations, collaborating with senior staff and Health, Safety, and Security teams.
- Coordinate staffing rota in collaboration with the Collections Care & Access team.
- Utilise commercial and performance reporting systems effectively in collaboration with other V&A departments.
- Ensure compliance with all operational policies, procedures, and processes, including safeguarding, cash handling, and fire evacuation, through regular team training.
- Promote equality and diversity by maintaining positive working relationships and contributing to widening access and inclusion initiatives.
- Deputise for the Head of Operations & Commercial as needed, representing V&A East and the department across the V&A.

We are looking for someone who:

Skills

- Confident communicator with demonstrated skills in persuasion, influencing, negotiation, and conflict resolution. Proficient in leading and motivating large teams.
- Exceptionally organised, with a track record of managing budgets, maintaining operational records, and managing project plans effectively.

Experience

- Possesses comprehensive knowledge of the local environment and target audiences.
- Proven track record in operational management of complex, public-facing buildings.
- Experience managing external contractors, consultants, term service contracts, and service level agreements.
- Demonstrated ability to meet or exceed commercial Key Performance Indicators (KPIs).

- Experience of opening a new cultural space or project from planning stage through to business as usual.
- Experience in retail and/or hospitality and knowledge of management procedures.
- Experience and knowledge of health & safety regulations and compliance.
- Has experience in managing change in the workplace e.g. embedding new team structures and working across different departments to align new goals and operating procedures.

Behaviours

- Demonstrates alignment with V&A East's vision and values of Sustainability, Equity, Creativity, Collaboration, and Generosity.
- Values and respects others' expertise, time, perspectives, and contributions, fostering collaborative and engaging work environments.
- Ability to cultivate effective relationships with diverse stakeholders.
- Takes ownership of tasks, consistently delivering high standards, and embraces a culture of learning from mistakes.
- Embraces change and innovation, actively seeking opportunities for improvement and personal development.



Yinka Shonibare CBE RA - Hybrid Mask II (K'PELIYE'E) 2021



T-shirt, 1970s, Uk. Museum no: T.604-1997. © Victoria and Albert Museum, London



Preston Bus Station #139, 2011-2018 by Jamie Hawkesworth, © Jamie Hawkesworth

What we can offer you

- Generous pension scheme: post-probation 5.5% employee contribution, 10% employer
- Generous holiday: 29 days plus bank holidays
- Flexible working options
- Tickets to V&A exhibitions for you, your friends or family
- 25% discount on V&A shops
- Give as you earn scheme (tax free charity donation scheme)
- An interest free season ticket or bicycle loan

- An interest free rental deposit loan
- Free safety check and small repairs to your bike with Dr Bike
- A wide range of training and professional development opportunities (apprenticeships, online training hub, regular training courses)
- Staff diversity networks that bring together people with a shared interest in an equality issue to exchange information, support and influence positive change throughout the organisation. These include Disability Action Group, Anti-Racism Taskforce, Decolonisation Reading Group.
- An Employee Assistance Programme which provides information and support on a range of topics, from health and fitness to finance, childcare and counselling.

Key dates:

- Application closing date: 20 May 2024
- Interviews (first round): w/c 3 June 2024
- Interviews (second round): w/c 17 June 2024

Equity, Diversity & Inclusion

We strive to integrate equality, diversity, and inclusion consistently and naturally into all our activities. We want to be proactive in recognising and removing the barriers that people from all backgrounds may face in accessing our collection, services, and employment. We recognise the value of difference, and we celebrate the creativity and productivity that diversity can bring to everything we do.

We are proud to be an open, tolerant, and diverse organisation. We want to do more to welcome a broader audience and develop a more diverse workforce. At the V&A we are committed to a strict zero tolerance policy on any discrimination, harassment or bullying regarding sexual conduct, race, sex, disability, gender, age, sexual orientation, beliefs, and socio-economic background.