

V&A East

Job Pack

V&A

Role Essentials



We particularly welcome applications from those living in our local boroughs of Hackney, Newham, Tower Hamlets and Waltham Forest.

Role: Senior Operations Manager, V&A East Museum

Team: Operations & Commercial

Contract: Permanent

Salary: £43,000 per annum

Hours: 36 hours per week

Location: V&A East



Who we are

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.

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.

V&A East Storehouse is a unique new museum experience opening up the V&A collection to everyone. Go behind-the-scenes to make new discoveries, explore untold stories and share ideas.

Find out more [here](#)



What we stand for

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

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.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

Disability Confident

We are committed to guaranteeing an interview for applicants who identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



Role summary

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 Museum. The Senior Operations Manager (V&A East Museum) 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 be of integral support for commercial areas of operation including catering, retail, membership and ticketing.

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 lead ongoing regular security and health & safety monitoring.

Focusing on providing excellent customer service, the Senior Operations Manager at V&A East Museum will ensure that underpinning the extraordinary and memorable visitor experience are robust operational procedures that keep space 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.



Role summary

- Lead and manage daily front of house operations to ensure an exceptional, engaging, welcoming, inclusive and safe visitor experience, including regular duty management.
- Lead venue-specific operational readiness workstreams such as drafting Standard Operating Procedures, setting up protocols for Ways of Working.
- 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.
- Work to ensure that income generating activity is managed in line with agreed KPIs.
- Lead daily merchandising and operational management of two V&A East Museum shops, maintaining a close working relationship with the centralised retail 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.



Who we are looking for

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.
- Significant experience in managing income generating activity and managing partner relationships in this area (e.g. retail, hospitality, tourism).
- 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.



We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background

Who we are looking for

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.

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.



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What we can offer you

- **29** days of holiday + public holidays each year (pro rata if part time)
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Exclusive access to My V&A Benefits – an on-the-go app for all your V&A benefits and discounts at all major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites



What happens next

Apply here

<https://www.vam.ac.uk/vacancies>

Application tips

[Please find our V&A East blog on 'how to write a museum job application' linked here](#)

Application Deadline 12 May

You will be emailed by our Recruitment team usually 2-3 weeks after the application deadline with an update on your application.

Interview/Assessment days

1st Interview - W/C 02 June

2nd Interview - W/C 16 June

Start Date 04 August 2025

Any Questions?

Contact our Recruitment team at careers@vam.ac.uk





V&A East

Thank you

V&A

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