

# Recruitment pack

Museum Manager

Great North Museum: Hancock





Our venues



Newcastle upon Tyne



Hatton Gallery



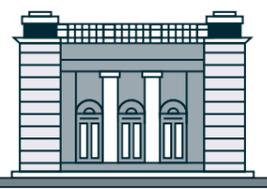
Great North Museum: Hancock



Laing Art Gallery



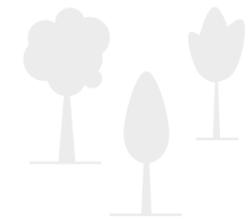
Discovery Museum and Tyne & Wear Archives



Shipley Art Gallery

Gateshead

North Tyneside



Segedunum Roman Fort



Stephenson Steam Railway



Arbeia, South Shields Roman Fort



South Shields Museum & Art Gallery



South Tyneside



North Sea

River Tyne

River Tyne

River Tyne

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## Our impact

In 2019-20\*

Great North Museum:  
Hancock achieved:

**488,806**

visits to the Museum

**23,420**

children took part in school visits  
to the Museum

**30,317**

followers on social media

**£169,000**

in retail sales boosted by the Dippy  
on Tour exhibition from the Natural  
History Museum, London

In 2019-20\*

Tyne & Wear Archives  
& Museums achieved:

**1,258,722**

visits across our nine venues

**858,393**

visitors to our website

**22,231**

volunteer hours from 359 volunteers  
across our venues

**133,106**

children and young people  
took part in activities and visits  
across our venues

**6,500**

engagements through our  
community programmes

\*2019-20 figures have been used. 2020-21 figures are  
not representative due to the effect of Covid-19.

# Organisational overview

## Strategic Board

Policy and decision making is undertaken by the Strategic Board, comprising of 11 members made up of elected local authority members, a nominee from Newcastle University and independent appointments, with an independent Chair, Rt Hon Baroness Joyce Quin.

## The Tyne & Wear Archives & Museums Development Trust (TWAMDT)

TWAMDT was established on 1 December 2010 and is a registered charity which raises funds to support TWAM activities.

## TWAM Enterprises Ltd

Established on 1 May 2018 to capitalise on retail operation, venue hire and catering with all profits donated to TWAMDT. The company limited by shares is wholly owned by the five 'partners'; Gateshead Council, Newcastle City Council, North Tyneside Council, South Tyneside Council and Newcastle University.

## Audit Committee

The Audit Committee includes an independent chair and vice-chair to challenge, monitor and scrutinise in relation to governance and internal control issues.

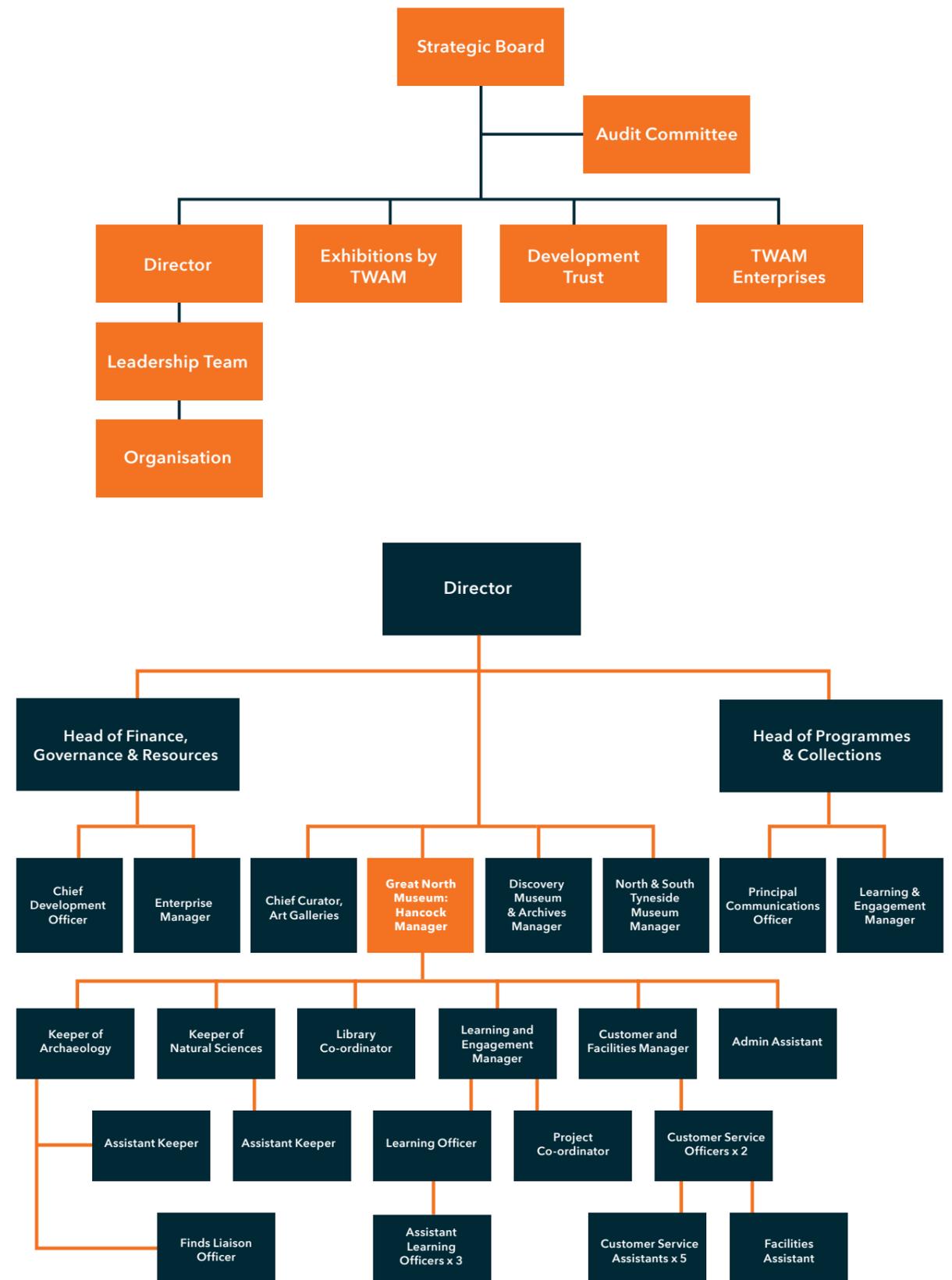
## Newcastle University Museum and Gallery Board

The Great North Museum Manager provides updates to key stakeholders through the University Museums and Gallery Board, chaired by the Pro-Vice Chancellor, Engagement and Place.

## Business Plan

The current Business Plan sets out our activities and priorities for the period 2021-23.

# Structure and governance





## Job description

**Post Title:** Museum Manager - Great North Museum: Hancock  
**Grade:** N9  
**Responsible to:** Senior Manager  
**Responsible for:** Allocated Staff

### Job Purpose:

To provide creative management and direction for allocated venues, including development and management of venues, exhibitions and event programmes and care of collections.

### Main duties:

The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To lead, manage and develop allocated venues to ensure that business targets and objectives are delivered.
2. To manage income and expenditure, and other resources in accordance with TWAM policy and practice.
3. To effectively manage allocated teams, including developing and implementing individual and team performance objectives, staff appraisal, learning and development.
4. To provide creative direction for public programmes, exhibitions, displays and activities in line with policies of TWAM.
5. Liaise with communications staff to ensure a media and marketing profile for the Museums.
6. Ensure maintenance of environmental systems for the conservation needs of the collections, and ensure high standards in the maintenance of exhibitions and displays.
7. To oversee and facilitate the effective documentation and research of collections and to ensure appropriate acquisition and disposal procedures are followed in line with the policies of TWAM.
8. Liaise with Operations Manager to ensure building operations support creative programmes and meet collections care standards.
9. To develop and maintain positive and collaborative relationships with other teams across TWAM and relevant external stakeholders, locally, regionally and nationally.
10. To provide advice, guidance and reports to senior managers in respect of the creative development of the museums, including interpreting legislation, government policy, regional, and national best practice, and contributing to the development of policy and practice.
11. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.
12. To assist in maintaining a healthy, safe and secure environment and to act in accordance with TWAM Health and Safety Policies and Procedures.

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## Person specification

### Part A

The following criteria (experience, skills and qualifications) will be used to short-list at the application stage:

#### Essential

- Excellent people management and development skills with an ability to motivate and work with colleagues at all levels of an organisation
- Clear and effective written and oral communication skills
- Strong interpersonal, negotiating and advocacy skills
- Demonstrable experience of managing within a museum/ cultural/ heritage environment including experience of operational management
- Demonstrable budget management skills (both revenue and capital)
- Customer service management skills and experience of working directly and effectively with the public
- Ability to work effectively with stakeholders, and in particular to engage positively with Newcastle University and the two learned societies who are partners in the Great North Museum: Hancock
- Commitment to maximising potential income generation
- Competence in the use of ICT, including Microsoft Word, Excel, Powerpoint and Outlook
- Commitment to and track record of initiating, developing and implementing and managing creative programmes, projects and/or events to engage and develop a wide range of audiences
- Ability to communicate effectively and credibly with academic staff both nationally and internationally
- Highly motivated with an ability to work well on own initiative to meet deadlines and respond effectively to performance targets
- Commitment to delivering a world-class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable

#### Desirable

- Subject knowledge in the area of natural science or archaeology
- A record of continuing professional development
- An understanding of museum interpretation and learning techniques
- Knowledge of current debates around decolonisation
- An understanding of the university museums sector and an awareness of relevant national and international initiatives and programmes
- An understanding of digital techniques in a museum environment
- Collection management experience and knowledge, including documentation, acquisitions, collections care and storage
- Experience of managing a multi-site operation
- Experience of facilitating academic research in a museum context
- Successful experience of income generation

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## Person specification

### Part B

The following criteria will be further explored at the interview stage:

#### Essential

- Excellent people management and development skills with an ability to motivate and work with colleagues at all levels of an organisation
- Clear and effective written and oral communication skills
- Strong interpersonal, negotiating and advocacy skills
- Demonstrable experience of managing within a museum/ cultural/ heritage environment including experience of operational management
- Ability to work effectively with stakeholders, and in particular to engage positively with Newcastle University and the two learned societies who are partners in the Great North Museum: Hancock
- Commitment to maximising potential income generation
- Commitment to and track record of initiating, developing and implementing and managing creative programmes, projects and/or events to engage and develop a wide range of audiences
- Ability to communicate effectively and credibly with academic staff both nationally and internationally
- Highly motivated with an ability to work well on own initiative to meet deadlines and respond effectively to performance targets
- Commitment to delivering a world-class service that is innovative, imaginative, creative, totally inclusive, secure and sustainable
- An understanding of museum interpretation and learning techniques
- Knowledge of current debates around decolonisation
- An understanding of digital techniques in a museum environment

#### Additional Requirements

- The role will require occasional work outside of normal working hours (evenings and weekends)
- The post holder will be required to travel in the Tyne & Wear region to work at a number of different locations

## Working for us

Working in North East England offers an excellent quality of life; all TWAM staff are employed by Newcastle City Council, one of the region's largest employers and we offer excellent terms and conditions of employment and a range of benefits to staff.

### Salary for Museum Manager, Great North Museum: Hancock

£38,890 - £41,881 per annum

### Hours of work

37 hours per week. The postholder for this role will be required to attend evening and weekend events / meetings as appropriate.

### Location

The post holder will have office space at the Great North Museum: Hancock. Remote working in line with business needs is supported.

### Pension Scheme

Staff are entitled to join the Local Government Pension Scheme. This offers an index linked retirement pension and the possibility of a tax free lump sum based on the career average earnings, together with ill health, redundancy and death benefits.

### Health at work

Health of our staff is important to us. We offer a full occupational health service to employees and also offer a physiotherapy and vision screening service. In addition to this we have an Employee Assistance Programme offering a free 24 hour confidential helpline to all employees and their immediate family. TWAM also has an active Time to Change employee staff group who take action to support staff mental health.

### Staff Travel Scheme

We offer our employees an interest free travel scheme for public transport where the cost of an annual pass for bus, metro or network travel is spread across the year. There are often significant reductions on price too.

### Annual Leave entitlement

We offer a generous annual leave entitlement of 24 days rising to 28 days after five years service, plus eight statutory bank holidays.

### Learning and Development

We aim to ensure you have the skills and experience to carry out your duties effectively and make a full contribution to the overall success of the organisation.

### Helping you go green

Staff can use pool cars for journeys on TWAM business. This means they can travel into work by public transport or bicycle and avoids adding mileage to their own vehicles. We also operate a Cycle to work scheme.

### Give as you earn

Donations to charity can be made by deductions from salary.

### Leave

In addition to maternity, adoption and paternity leave, we offer eligible staff maternity support leave, parental leave, and special leave. TWAM also supports staff to take up paid Volunteer Leave to allow us to contribute to our communities.

### Trade Unions

We work closely with trade unions and encourage employees to belong to a recognised Trade Union.

### Relocation Support through our Resettlement Scheme

For the right candidate we are able to offer relocation support for reimbursement of certain expenses reasonably incurred by new employees who find it necessary to move home solely as a result of obtaining employment with TWAM.

### TWAM specific benefits

All TWAM staff receive a discount in our venue shops and cafes and you will also be eligible for discounts and special offers from some of our Newcastle Gateshead Cultural Venue partners.

### Probationary Period

All of our posts have a six month probationary period.

### Equality & Diversity

Both Newcastle City Council and TWAM recognises the positive value of diversity, promoting equality and challenging discrimination. We welcome and encourage job applications from people of all backgrounds and aim to be an organisation that reflects our audiences and communities.

We are a Disability Confident Employer and our commitment for LGBTQI+ equality and inclusion was demonstrated by Newcastle City Council being declared Stonewall's number one employer in 2020. We are also signed up to the North of Tyne Combined Authority 'Good Work Pledge.'

In 2020 TWAM made a public declaration to denounce racism in all its forms and we are working hard internally and externally to bring about change in this area.



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## The North East

The North East is a diverse and exciting place to live. For many, the North East is associated with its rich industrial past but cultural regeneration has changed the area significantly. Our major towns and cities are situated close to rolling hills and countryside or our stunning coastline.

The Visit North East England website includes lots of information about the area, our culture, historical attractions, World Heritage Sites and dramatic landscape and will give you a taste of what we have to offer.

[www.visitnortheastengland.com](http://www.visitnortheastengland.com)

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## Recruitment process & next steps

All applicants must complete and submit an application form through North East Jobs:  
[www.northeastjobs.org.uk/job/Museum\\_Manager\\_Great\\_North\\_Museum\\_Hancock/215066](http://www.northeastjobs.org.uk/job/Museum_Manager_Great_North_Museum_Hancock/215066)

Interviews will take place in Newcastle in late November/early December 2021.

If you require any assistance in completing your application or if you need this information in another format such as in Braille or in large print, please phone Employee Services on (0191) 211 5235 or email [jobs@newcastle.gov.uk](mailto:jobs@newcastle.gov.uk).

**Closing date: Midnight on 21 November 2021.**

If you would like an informal confidential chat regarding the position, please contact Keith Merrin, [keith.merrin@twmuseums.org.uk](mailto:keith.merrin@twmuseums.org.uk)

We wish you every success with your application.

TYNE & WEAR  
archives &  
museums

[twmuseums.org.uk](http://twmuseums.org.uk)

