

**Holocaust Survivors' Friendship Association
Holocaust Exhibition and Learning Centre
Recruitment pack – Visitor Operations Manager
October 2019**



1. Introduction

The Holocaust Survivors' Friendship Association (HSFA) is seeking to appoint an experienced and suitably qualified Visitor Operations Manager to manage the day to day running of its new Holocaust Exhibition and Learning Centre, ensuring the highest standards of visitor satisfaction and commercial performance. The Centre is based at the University of Huddersfield and opened in September 2018. Please see the appendix for further information about the charity and the Centre.

This is a full time post based at the Holocaust Exhibition & Learning Centre at the University of Huddersfield, reporting to the Centre Director.

Salary range: £28,000 - £33,000 per annum.

2. Job Description – Visitor Operations Manager

Main Purpose

The postholder will have responsibility for the full range of operational activity to ensure the effective and efficient running, maintenance and development of the Holocaust Exhibition and Learning Centre. They will be responsible for security, health and safety, visitor services operations and income generation, delivering the highest possible standards in visitor satisfaction and commercial performance.

Core responsibilities

Customer service

- Ensure an effective, visitor focused front of house service including a professional and friendly reception function during opening hours
- Recruit, train and deploy casual front of house / reception staff, implementing procedures for induction, probation, training and performance monitoring
- Recruit, train and deploy volunteers to support visitor facing activities, which may include front of house, learning programme support and assisting with public events
- Ensure that all front of house staff and volunteers have a good understanding of the content of the exhibition, and proactively support the team to develop their knowledge to effectively respond to visitor questions and requests for information
- Develop, implement and monitor customer service standards, ensuring exemplary conduct, behaviour and appearance from staff and volunteers
- Manage visits from VIPs, partners and funders, ensuring an efficient hospitality service
- Manage and oversee HSFA's online booking, telephone and online enquiry systems, ensuring enquiries are answered promptly and visitor feedback is acknowledged and acted on where appropriate

- Ensure the HSFA's Safeguarding policies and procedures for children, young people and vulnerable adults are kept up to date and effectively implemented.
- Create and manage systems to capture visitor information for reporting and marketing purposes, ensuring all systems are compliant with Data Protection legislation.

Facility management

- Ensure that the exhibition is opened and closed in line with advertised opening hours, and that it is fully secure at all times
- Manage and maintain security systems, equipment and procedures, liaising with the University of Huddersfield security team
- Manage and maintain health & safety systems, equipment and procedures, liaising with the University of Huddersfield Estates team
- Work with the West Yorkshire Police and the Community Security Trust to ensure effective counterterrorism plans and measures are in place and that staff and volunteers are regularly trained
- Develop policies and procedures for disaster planning and management, including business continuity planning and safeguarding the HSFA collection
- Maintain the exhibition, learning room and flexible space to a high standard, liaising with relevant University service departments including Estates, Security and Cleaning Services
- Manage on-site contractors, for example exhibition maintenance contractors or University appointed contractors
- Ensure effective visitor wayfinding and signage on campus.

Income generation

- Develop and manage a retail offer for the Centre, including commissioning appropriate, high quality product lines consistent with the charity's mission, values and educational objectives
- Develop new income streams from the Centre's facilities, such as room hire and corporate hospitality, consistent with the organisation's mission
- Manage cash income, including payments and cash donations, and electronic payment systems, liaising with the HSFA Finance Officer to ensure sound financial management and accurate record keeping.

Event management

- Oversee educational group bookings and events such as survivor talks, performances and community group bookings.
- Work with colleagues to manage and deliver successful events and conferences, including both in-house events and corporate hire, liaising with the University's marketing and event management teams
- Ensure that accurate and up-to-date figures are maintained of all individual and group visitors to the Centre, both in person and online, reporting regularly in formats required by the HSFA Board and funders.

Management

- Provide management information reports as required by the HELC Director.
- Provide effective line management for the Administration & Learning Assistant and casual front of house assistants.
- Recruit, manage and supports front of house volunteers.
- Manage delegated budgets.

3. Person specification

| Attribute | Essential | Desirable | Evidenced |
|----------------------|--|---|--|
| Qualifications | Minimum of 5 GCSEs or equivalent, grades A* - C, including English and Maths Educated to Level 3 (A-level) standard or equivalent | Management qualification to Level 3 or above | Application, certificates |
| Knowledge | General knowledge of 20 th century European history | Knowledge and understanding of the Nazi era and the Holocaust Interest in and awareness of current affairs | Application, interview |
| Skills and abilities | Excellent customer care skills Excellent written and verbal communication skills with good attention to spelling and grammar Able to deal sensitively and confidently with visitor responses to difficult or challenging subject matter Excellent organisation and co-ordination abilities Excellent ICT skills including good working knowledge of the Microsoft Office suite, particularly Excel Able to manage conflicting priorities and complete work to deadlines Sound financial acumen | | Application, interview, references, test |
| Experience | A minimum of five years of operational management experience in a service industry Experience of taking responsibility for security, health and safety and operational systems Experience of managing and motivating staff and volunteers Demonstrable experience of working with people from a wide range of ages, cultures and backgrounds | | Application, interview, references |

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|----------------------------|--|--|--|
| | Experience of dealing sensitively with vulnerable groups | | |
| Personal attributes | <p>Calm and methodical approach to work</p> <p>Self motivated and able to work on own initiative, but also able to work as part of a team</p> <p>Strong customer service focus</p> <p>Flexible and adaptable</p> <p>Must share the values of the HSFA and have a demonstrable commitment to equality and diversity</p> <p>Prepared to work flexibly to cover operational needs, including weekends and evenings</p> <p>Emotional resilience, able to work with challenging subject matter and show empathy and compassion towards others</p> | | Application, interview, references, test |

4. How to Apply

Application is by CV and covering letter. Please state your motivation for applying for this role, outline relevant experience and demonstrate how you meet the person specification for this role. Please provide contact details for two referees.

Applications should be submitted by email to helc@hud.ac.uk **by 5pm on Monday 18 November 2019**. Please include the words 'Visitor Operations Manager' in the subject line of your email.

Interviews will be held on 4 December or 11 December 2019 in Huddersfield. Shortlisted candidates will be notified by 25 November.

5. Terms and conditions of service: Visitor Operations Manager

Salary

The salary range for this post is £28,000 - £33,000 per annum (pro rata for job share). There is an employer pension contribution of 5% of salary.

Hours of work

The position is full time, 37.5 hours per week, including weekend and some evening and bank holiday working. Specific hours of work will be agreed with the successful candidate.

Location

The role is located in the Holocaust Exhibition and Learning Centre on the Huddersfield University campus.

Probationary period

Appointment is subject to successful completion of a six month probationary period.

Reporting

This post reports to the Director of the Holocaust Exhibition and Learning Centre and works closely with the Learning & Events Officer and Finance Officer. This post manages a full time Administration & Learning Assistant.

Annual leave

The annual leave entitlement is 25 days per annum plus public holidays.

Period of notice

The period of written notice required for you to terminate this post is 1 month. The HSFA will give you 1 month's notice increasing statutorily.

Pension

You will be enrolled into the HSFA's pension scheme on the first day of employment. You

may opt out of the pension scheme by request.

Disclosure

This role is subject to Disclosure requirements.

6. Appendix: Background Information

The Holocaust Survivors' Friendship Association

In 1996 a small group of Leeds-based Holocaust survivors and refugees came together in the spirit of friendship and mutual support to create the Holocaust Survivors' Friendship Association. For many this was the first time they had spoken out about their experiences of the Holocaust.

Over the next 20 years this committed and dedicated group worked with tens of thousands of people, sharing their most harrowing and distressing experiences so that future generations can learn about the dangers of intolerance and the ease with which prejudice can lead to genocide. HSFA has worked with many partner organisations to develop learning resources, events and other opportunities for people to find out about our survivors' experiences, using that knowledge to promote understanding and tolerance.

In 2018 the HSFA began a new chapter in its development with the launch of the Holocaust Exhibition and Learning Centre in partnership with the University of Huddersfield. Our aim is to preserve the memory, testimony and records of the Holocaust survivors based in Yorkshire for research, teaching and learning. We use the lessons from our members' experience to work towards a more tolerant society in which difference and diversity are celebrated. We also continue to provide friendship and support to Holocaust survivors.

HSFA is a registered charity and a company limited by guarantee. It is governed by a Board of Trustees chaired by Lilian Black.

The Holocaust Exhibition & Learning Centre

The Holocaust Exhibition & Learning Centre tells the story of the Holocaust through the eyewitness testimony, artefacts and archives of people who experienced it first hand. It is a partnership between the HSFA, which created the Centre and is now responsible for its operation and future sustainability, and the University of Huddersfield. It is one of only two dedicated Holocaust centres in the UK, the only one in the north of England, and the only one located in a University environment. Its mission is to preserve the legacy of the Holocaust, deliver high quality Holocaust education for schools and communities, and to promote respect, equality and human rights. Since it opened in September 2018 the Centre has welcomed over 5,000 visitors and been shortlisted in both the National Lottery 25th Anniversary Awards and the Times Higher Education Awards.

The Centre comprises three spaces: a museum standard exhibition (330m²), a classroom style learning room, and a flexible open space that we use for events, conferences, and large school groups.

The Centre was created with a grant of £600,000 from the National Lottery Heritage Fund with further funding from the Pears Foundation, The Association of Jewish Refugees, the

Toni Schiff Memorial Fund and the Wolfson Family Trust. Fundraising and income generation are crucial to our future sustainability and something that all staff are involved in supporting.

The exhibition *Through Our Eyes*

The Centre's exhibition, *Through Our Eyes*, focuses on 16 children and young people who survived Nazi persecution across Europe in the 1930s and 1940s. They came to the north of England as refugees or survivors of the Holocaust, settled and made new lives here.

Through Our Eyes is an interactive exhibition with multimedia content. Visitors will see poignant personal photos of the survivors and their families and their original artefacts and documents, together with an original prisoner uniform and other artefacts from the concentration camps at Buchenwald and Mittelbau-Dora. The survivors tell their stories of discrimination, persecution, escape, hiding, ghettos, forced labour, concentration camps and liberation through filmed testimony on six interactive touchscreens. Text and images put their experiences in context, supported by animated maps and an immersive audio-visual experience driven by survivor testimony. There is a reflective space at the end of the exhibition where visitors can find out about the survivors' experiences of rebuilding their lives in the UK and explore a digital memorial to local families.

The exhibition is currently open from Monday to Thursday, 10am – 5pm, and on Fridays from 10am – 1pm. We hope to extend our opening hours to include weekends from Spring 2020.

Learning and events spaces

The Centre has a dedicated classroom space that can comfortably accommodate a class of students seated round tables or up to 60 people theatre style. It is equipped with a networked PC, projector and screen. We also have a large open flexible space with a capacity of up to 100 that provides a meeting and gathering place for schools and additional workshop space. This area is flexible and has been used for conferences, temporary exhibitions, performances and events. There are some infrastructure challenges that need to be resolved with the University of Huddersfield to make maximum use of this space, particularly regarding the quality of amplified sound. This area also houses the Centre's reception desk. Part of this space will be repurposed from early 2020 to provide office accommodation for staff and volunteers.

Learning and community programmes

The Centre offers a range of Active Learning Sessions for children and young people based around the exhibition content and designed to address the subjects of the National Curriculum, Citizenship and SMSC at Key Stage 2 and above. These sessions combine time in the exhibition space, a related practical workshop, interaction with documents, images and objects, opportunities for reflection and a call to action. Each Active Learning Session provides opportunities not just to explore an important historical period and significant

events, but also to debate and respond to contemporary issues of extremism, hate crime, prejudice and discrimination. School visits are chargeable and provide an income stream for the Centre. Our programme is online at <https://holocaustlearning.org.uk/learning/>. We are developing an online booking system in partnership with the University of Huddersfield.

We run a regular programme of Sunday afternoon events (roughly one per month) and intend to develop our events programme in future to ensure a diverse offer for audiences. Our opening hours are currently constrained by staff capacity, but we aim to be able to open consistently on Sundays from early 2020.

The Collection

HSFA has a small but growing collection of original archive materials, photographs and artefacts that document the experiences of Holocaust refugees and survivors and their families in Europe from the early 20th century, during the Nazi era and the Holocaust, and their lives afterwards in the north of England. Over the past 20 years HSFA has commissioned oral history interviews and has a digital archive of about 70 audio and 20 filmed interviews of refugees and survivors. We also have an extensive digital archive of over 1,000 images and documents that have been scanned from originals that remain with the families. HSFA has recently secured funding to employ a part-time Archives Officer and freelance Community Collecting Officer to develop the archive. The collection is a significant resource for learning, research and commemoration.