



Maidenhead Heritage Centre

May 2022

Job Title: **Heritage Centre Manager**

Type: **Part-time**

Hours: **25 hours a week**

Salary: **£12.50/hour**

Maidenhead Heritage Centre (MHC) and Air Transport Auxiliary (ATA) exhibition and archive, explores the history of Maidenhead and its surroundings, including the ATA which was headquartered at White Waltham airfield during World War II.

MHC is a charity organisation (Charity Registration No. 1193240) operated mainly by volunteers. The Trustees and the Management Committee which includes the Heritage Centre Manager, set the direction for the organisation.

The mission of the centre is to preserve and celebrate the area's heritage for the benefit of present and future generations.

Job Description

As the Heritage Centre Manager, you will be responsible for the day-to-day running of MHC, including volunteer coordination and training, health and safety, building service and maintenance, ordering supplies and marketing activity.

As an integral member of the Management Committee, you will be involved in decision making and ensuring that MHC delivers on its objectives as set out by the Trustees of the Charitable Incorporated Organisation, The Centre for Maidenhead Heritage. This will include coordinating events, talks, group visits, marketing campaigns, online engagement and generating new business.

Alongside this you will be the central point of communication between the Trustees and the Volunteers and the main contact for all business enquiries.

Essential qualities:

- Previous experience in a managerial role
- Computer literate
- Strong knowledge of social media, in particular Facebook
- Confidence in dealing with enquiries over the phone, via email, social media and face to face
- Self sufficient
- Highly organised
- A flexible, approachable and friendly team player



- Reliable
- An empathetic and calm manner to deal with situations as they arise

Desirable qualities:

- Degree level education
- Minimum 1 year experience running a shop, office or museum
- Knowledge of GDPR regulations and handling of personal data
- Locally based
- Up to date DBS check
- Interest in history and the cultural sector

Main Responsibilities:

Volunteers:

- Manage a team of Front of House Volunteers
- Unlock MHC for Volunteer team in time for opening
- Manage DBS applications for new Volunteers and ensure current Volunteers have up to date forms
- Act as Volunteer Co-ordinator, Supervisor and Trainer
- Conduct regular Volunteer Meetings
- Carry out induction training to all new Volunteers and take care of development needs of Volunteers
- Send regular correspondence to volunteers via email and phone
- Source new Volunteers

Business:

- Tally up the till
- Manage email accounts
- Order shop stock and carry out stock inventories
- Manage and arrange contracts and services
- Monitor and organise IT back up of computers to the cloud and hard-drive
- Health & Safety (including general risk assessments)
- Update and implement policies
- GDPR and data management

Community:

- Facilitate group visits
- Facilitate education group visits
- Act as first point of contact of booking speakers for external venues
- Act as first point of contact for group visits to MHC



- Facilitate onsite event and talk programmes

Marketing:

- Schedule regular Facebook posts
- Grow the Instagram and Twitter pages
- Organise print and electronic newsletters
- Website management
- Market event and talk programmes

Building Maintenance:

- Maintenance of building e.g. test fire alarms weekly
- Monitor service agreements
- Maintain and develop the IT system where necessary
- Maintain and develop the Emergency Response Manual (liaise with emergency services, identify & organise training)

Learning:

- Organise educational offsite visits and outreach
- Manage and develop the School Loan Boxes
- Recruit Learning & Engagement Volunteers

Fundraising:

- Submit Gift Aid to HMRC
- Oversee Friends Membership Programme
- Look for funding opportunities

To apply for this role, please email your CV and a Cover Letter with details of why you think you are suitable for this role to admin@maidenheadheritage.org.uk.