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**JOB DESCRIPTION**

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| **Job Title:** | Museum Development Officer |
| **Reports to:** | MDSE Deputy Programme Manager (line manager) – Brighton Office  MDSE Programme Manager - Norfolk Office  MDSE Programme Management Board  MDSE Oversight Board |
| **Department:** | Museum Development South East (Arts Council funded programme hosted by Brighton & Hove Museums in partnership with Norfolk Museums Service, Norfolk County Council) |

**Purpose of the Job**

As a member of the Museum Development South East (MDSE) Area team, to support the planning, delivery, and evaluation of Area Museum Development programmes with the aim of supporting the improvement, resilience and sustainability of museums and heritage organisations in the South East Area.

To provide Museum Development support and professional strategic advice to museums in the assigned locality.

To act as the primary MDSE team contact for museums, local authorities and other partners and stakeholders in the assigned locality.

Context

Museum Development South East is the Museum Development Programme for the South East of England. It is funded by Arts Council England (ACE) as part of its national Museum Development Programme for 2024-26. MDSE is managed jointly by Norfolk Museums Service (NMS) and Brighton & Hove Museums (BHM), and is delivered in liaison with local authorities, museums, and other stakeholders in the Area.

The MDSE Area is divided into two equal sub-Areas for administrative and operational purposes:

* Norwich Office: Bedford Borough, Central Bedfordshire, Luton, Cambridgeshire and Peterborough, Essex, Southend, Thurrock, Hertfordshire, Norfolk, and Suffolk.
* Brighton Office: Bracknell Forest, Reading, Slough, West Berkshire, Windsor & Maidenhead, Wokingham, Buckinghamshire, Milton Keynes, East Sussex, Brighton & Hove, Kent, Medway, Oxfordshire, Surrey, and West Sussex.

MDSE delivers programmes to support excellence, resilience, and cooperative working in museums across the Area. Our programmes align with ACE’s strategy for 2020-30, *Let’s Create.* Theyare delivered through small grants, training courses, advice, resources, networks, and major events including conferences.

Museum Development Officers (MDO) are part of the MDSE team. The post creates, develops, and manages programmes which aim to equip museum staff, trustees and volunteers with the skills and knowledge to meet ACE’s Museum Accreditation Standard and to develop high-quality, Museum Development programmes and services. The post also provides advice and support directly to museums in an allocated locality within the South East Area.

**Principal Accountabilities**

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| **Area development work (approx. 50%)** |
| 1. Plans, develops, and delivers training, events, and resources at MDSE Area level (both in-person and virtual events) focussing on a specialist area of museum practice: collections, public programming, governance, income generation, workforce development or Museum Accreditation. Works in liaison with other MDSE team MDOs to coordinate training. Procures and manages specialist consultants to deliver training, advice and resources where required |
| 1. Provides 1-1 support and business advice directly to museums (including trustees, senior managers, staff, and volunteers) across the whole MDSE Area, focussing on a specialist area of practice: collections, public programming, governance, income generation, workforce development or Accreditation. |
| 1. Supports the Deputy Programme Manager in the planning and delivery of small grants programmes, including devising grant application and assessment criteria, raising contracts, carrying out evaluation and reporting and contributing to assessment panels. |
| 1. Leads or contributes to MDSE Area subject working groups (e.g. equity; diversity & inclusion; digital, etc.) as directed, to help shape the MDSE programme. |
| 1. Contributes to MDSE small grants assessment panels – assesses the value of applications and makes recommendations for funding. |
| 1. Contributes to MDSE programme communications (social media, newsletter, website). |
| 1. Contributes to MDSE programme reporting to ACE and other stakeholders. |
| 1. Contributes to national ACE and Museum Development England working groups as directed. |
| **County development work (approx. 50%)** |
| 1. First point of contact and advice for museums in assigned locality (allocation equivalent to c.45 Accredited museums at 1 FTE), answering enquiries or directing them to other team members as appropriate. |
| 1. Provides advice and support to assigned museums to help them achieve and maintain ACE Accredited Museum status. Interprets ACE’s Accreditation Standard documents appropriately to each museum’s size and type. Reports issues to ACE where appropriate. |
| 1. Supports the coordination of the Accreditation Mentor scheme in the assigned locality, promoting opportunities to museum professionals to undertake a Museum Mentor role; and to facilitating conversations between potential Mentors and museums seeking a Mentor. |
| 1. Primary liaison between MDSE programme and local authorities and other stakeholders in the assigned locality (e.g. local cultural strategy groups or project steering groups), including ACE Priority Place Initiatives. |
| 1. Liaison and/or facilitator for local networks (e.g. county museum groups). |
| 1. Facilitates Organisational Health Checks for museums in assigned locality with museum trustees, staff, and volunteers. Writes OHC reports. |
| 1. Supports museums to apply for external grant funding, especially ACE National Lottery Project Grants |
| 1. Promotes opportunities to museums from MDSE, Museum Development England, Arts Council England, and others. |
| 1. Promotes the Annual Museums Survey, encouraging participation and reporting on survey results. |
| 1. Presents at local and national conferences, museum subject specialist groups and other events as required. |

**General Accountabilities**

To develop practices within B&HM that uphold and develop the principles of B&HM’s Equality in Employment Policy and the Equalities Policy in relation to staff and to service provision.

To be responsible for the implementation of, and compliance with, the provisions of legislation relating to the health and safety and safeguarding of such employees and areas of the workplace as fall under your direct control and for complying with legislation relating to such works and contracts as are within your direct responsibility.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

All staff will have an individual work plan explaining how they are contributing to the delivery of our vision and business plan which will be updated annually.

Every member of staff will work as one team representing five sites and three gardens. They will:

• Be visitor focused and business-like.

• Be a great museum professional.

• Always be listening and learning.

• Be an ambassador for B&HM.

Your duties will be as set out in the above job description but please note that B&HM reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.



**PERSON SPECIFICATION**

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**ESSENTIAL CRITERIA**

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| **Job Related Education, Qualifications and Knowledge** | * Educated to ‘A’ Level standard or equivalent. * Degree level education and/or relevant postgraduate qualification. (desirable) |
| **Experience** | * Experience of working with and developing workforce or public-facing programmes in a museums, heritage, or arts setting. * Good understanding of the learning and development needs of museums. * Sound knowledge and understanding of ACE’s Accreditation Standard for Museums and associated Guidance Notes. * Experience of organising, delivering, or facilitating training, or actively engaging participants in development programmes. * Experience of successfully developing, delivering, and evaluating time-limited projects. * Experience and understanding of using social media and digital platforms in a work environment (for example Twitter, WordPress, Teams and Zoom). * Knowledge and understanding of any of the following in a museum, heritage, or arts context: collections care, audience engagement, governance, or workforce management. (desirable) * Experience of providing support, help and advice to small and medium museums and/or volunteer-run organisations. (desirable) * Experience as an Accreditation Mentor for an independent museum. (desirable) * Knowledge and understanding of current issues in museums, including equality, diversity, and inclusion; decolonisation; and digital audiences. (desirable) * Knowledge and experience of using of project management tools. (desirable) * Experience of partnership working with strategic bodies e.g. Arts Council England, Historic England, etc. (desirable) * Experience of preparing and submitting grant claims and reports to funders. (desirable) * Experience of using funding portals and client relationship management (CRM) databases. (desirable) |
| **Skills and Abilities** | * Excellent interpersonal skills – ability to communicate and advocate effectively with professionals, volunteers, and trustees across the museum sector, and with local authorities, funding organisations and other stakeholders; comfortable in leading or facilitating meetings. * Proven high level of written and verbal communication skills, including the ability to explain and interpret difficult or controversial subjects to new audiences such as trustees. * Numerate with proven ability to collate data and manage finances effectively. * Proven organisational and planning skills: strategic thinker, good at working projects through to a successful conclusion. * Self-motivated, able to work on own initiative with ability to prioritise and manage own time effectively. * A strong commitment to team and partnership working, with a flexible and adaptable approach to work. * Comfortable using a broad range of digital technologies. * Willingness to learn and develop own skills and knowledge. * Enthusiasm for and genuine interest in museums and the cultural sector. |
| **Equalities** | * To uphold and carry out the duties of the post with due regard to B&HM’s Equalities and Equality in Employment Policies. |
| **Other Requirements** | * Commitment to understanding current Health and Safety legislation as it applies to the area of policy and practice as it applies in their area of work. * Ability to manage and adhere to Health and Safety Policy, practices, and instructions. * Awareness of the need to identify and manage hazards in the area of responsibility and the ability to contribute to an assessment and management of the associated risks. * Commitment to continuing professional development and a willingness to learn. |