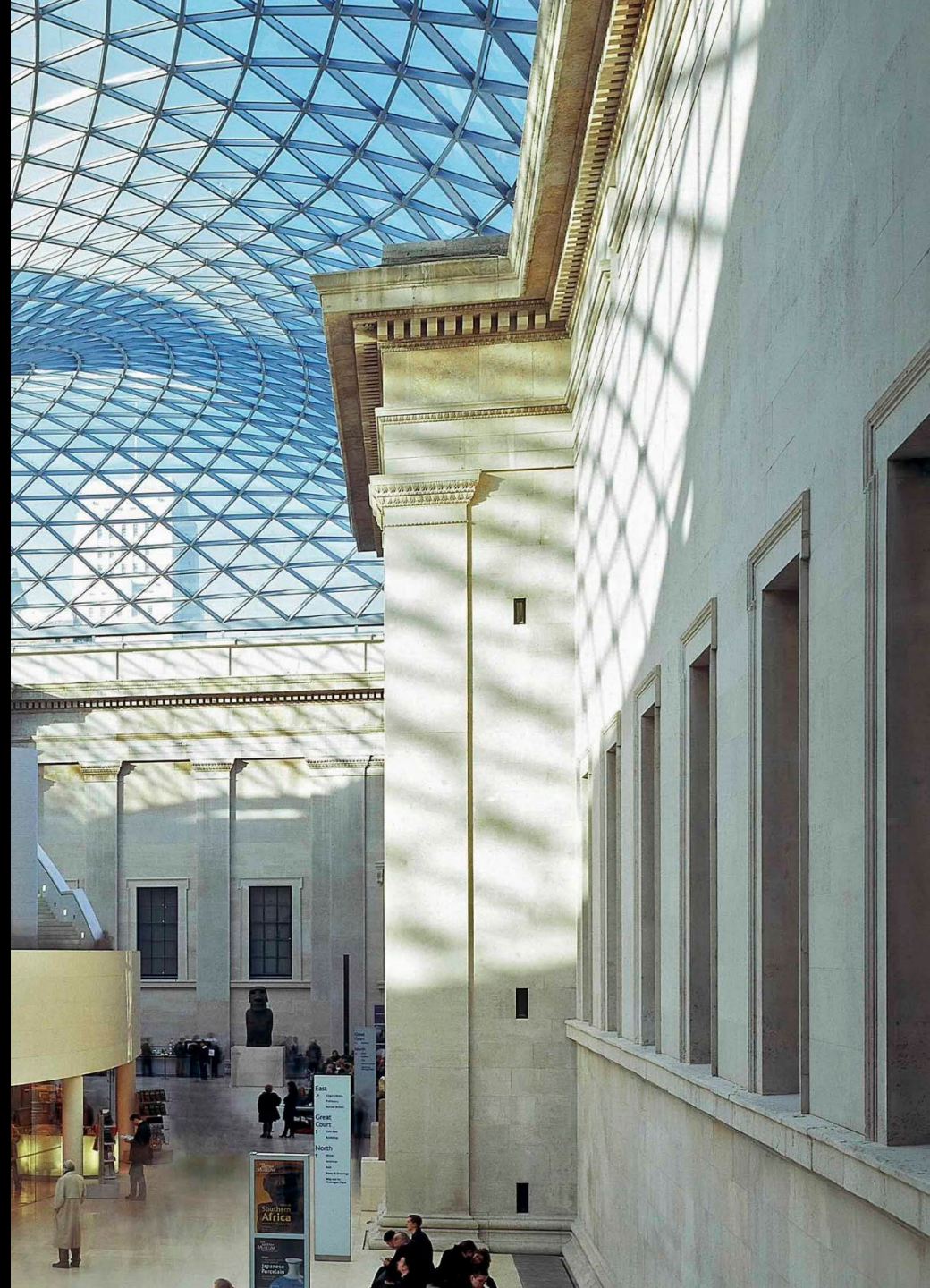


# The British Museum

## Appointment of Managing Director

July 2024

Saxton Bampfylde



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# The first national public museum of the world.

The British Museum was founded in 1753 and opened its doors in 1759. It was the first national museum to cover all fields of human knowledge, open to visitors from across the world.

The British  
Museum  
in your  
classroom

The British Museum is proud to be working with Middlesbrough Museums and the Valley Museums partnership on The British Museum in your Classroom project.

Students from Billingham South O School and St Joseph's RC Primary School are working with Middlesbrough Museums staff, curators and their teachers to create exhibitions in their schools.

The project also included the special canopic jar. This is the first time an object has been requested for children.

This project is one of the many ways the British Museum collaborates with schools across the UK. Last year the British Museum lent objects to almost 100 schools and visitors outside of London.

Generously supported by the Dorset Foundation of Harry M Weinman





# Letter from the Director

Dear Applicant,

Thank you for applying to be the Managing Director at the British Museum. This is a fantastic opportunity to play an integral role in leading one of the world's largest museums, ensuring that it operates smoothly, that its people are reaching their full potential, and that its resources are deployed effectively to match the scale of its ambitions.

This opportunity comes at an exciting time for the British Museum. The Museum has undeniably been through a turbulent period over the last year, but it is turning a corner and has a bright future ahead. Visitor numbers have returned to pre-pandemic levels, and at peak times the Museum is busier than ever. By working with partners across the UK and around the world and by expanding its online presence, the Museum is reaching new heights of engagement outside London. This strong public appetite to see the Museum's collection provides the impetus for the Masterplan. Through this Masterplan, the Museum will set out to renovate and rejuvenate its iconic home in Bloomsbury, while also developing new and innovative ways to bring its collection to life, within and outside the walls of the Museum. Along with the rest of the executive team, the Managing Director will have a really important role to play in ensuring the successful delivery of this plan.

The Museum has a large, diverse workforce, many of them experts in their field. Their functions span an enormous range of disciplines, in both collection and non-collection departments. As leader of a number of the Museum's key resource functions, including visitor services & security, human resources and information services, you will be responsible for leading teams that are essential to the smooth operation of the Museum and upon which collection departments rely.

You need to be able to guide, inspire and learn from your team, while also ensuring that their work – individually and collectively – meets the highest standards. To lead this team, you need to understand their functions. You do not need to know more than those who report to you, but you need to know how they work, so that you can ensure their delivery is the best it can be. As the most senior people officer in the organisation, you will also play a critical role in helping to set - and nurture – the internal culture at the Museum generally, ensuring it is cohesive and collegiate. This is especially important for me as I begin my role as Director.

As Managing Director, you will report directly to me and you will be a key part of the executive team, where you will help to set the direction of the Museum and ensure that all parts of the Museum are working as one to deliver the Museum's priorities.

The British Museum is a large and complex organisation, navigating one of the most ambitious periods of change in its history. Whatever your background, if you think you have the skills and experience to shape its future as Managing Director, we want to hear from you.

We look forward to reading your application.

**Dr Nicholas Cullinan OBE**  
**Director**

# The British Museum

Established by Act of Parliament in 1753, the British Museum is the oldest national public museum in the world. Its mission is to house, curate, conserve, research and exhibit a collection of world cultures. With a collection of around 8 million objects, the British Museum brings together under one roof the cultures of the world, allowing people to explore the extraordinary diversity of human culture, to discover the many forms and expressions human beings have given to every aspect of life, and to realise how closely they are interconnected.

The British Museum is one of the world's most visited museums. In 2023/24, its home in Bloomsbury received 6.2 million visitors, while a further 4 million people saw objects from the British Museum's collection elsewhere, 2.3 million of them outside the UK. That's because as well as the iconic site in London, the Museum has deep and wide-ranging partnerships with other national and international museums, schools and community groups with whom the Museum co-curates the display of loaned objects.

The Museum is entering an exciting new era. Plans have been announced to complete the documentation and digitisation of the entire collection, so that for the first time it will be accessible to anyone who wants to explore it. The Museum is also progressing its long-term masterplan to revitalise the estate and tell the story of our common humanity. This will improve how visitors experience the collection – physically and virtually – in London, across the UK, and around the world.

The first phase of their masterplan is complete, with the construction of an impressive new Archaeological Research Collection near Reading. The centre, known as BM\_ARC, will open to the public next year and revolutionise how they store and study the collection. It will also be the first completely independent building created for the British Museum since Sir Robert Smirke's neo-classical design was completed in Bloomsbury in 1852.

The next phase will see the construction of a new energy centre that will dramatically reduce their carbon footprint. And on top of that the Museum will launch an international architectural competition in the spring – choosing from amongst the world's most talented architects to redesign around a third of the Museum's gallery space.

But the British Museum is far more than its building in London. It is a museum in the world, for the world, and of the world: a museum that speaks to our common humanity.





The Museum is driven by an insatiable curiosity for the world, a deep belief in objects as reliable witnesses and documents of human history, sound research, as well as the desire to expand and share knowledge.



# The Role

## Main Purpose of the role:

- Leading departments critical to the Museum's operations: Human Resources (People), Information Services, and Visitor Services and Security (VSS).
- Overseeing the HR department and supporting the Head of HR to deliver the Museum's revised HR Strategy, as well as providing leadership in developing, delivering and instilling an open, inclusive and supportive management culture.
- Overseeing the Information Services department and supporting the Head of IS to set out a strategic approach to the management of IS projects, including those related to cyber security.
- Overseeing the Visitor Services & Security department and supporting the Head of VSS to deliver an open, welcoming and safe visitor experience, while also ensuring that the Museum's emergency readiness systems are fit for purpose and reflect best practice nationally and internationally.
- Working with the Head of VSS and the Director of Collections to ensure effective and efficient stewardship of the Collection through security infrastructure that reflects national and international best standards in the museums sector.
- Playing an important part in supporting the Director and the Estates & Capital Projects Department to set the strategic direction of and to deliver the Museum's Masterplan.

## Reporting to:

- The Director

## Responsible for:

- HR Department (20; one direct report)
- Information Services Department (50; one direct report)
- Visitor and Security Services Department (200; one direct report)

## The key areas of responsibility for the role are:

### Management of People and Resources

- Lead, motivate, manage, and develop HR, IS, and VSS departments;
- Ensure appropriate recruitment and succession planning;
- Approve releases from central budgets, contract awards, and certain transactions as delegated;
- Set departmental plans and objectives, oversee their delivery; and
- Act as deputy to the Museum's director when required.

### Planning and Strategy

- Lead operational departments and develop strategies supporting the Museum's vision;
- Support the Masterplan by managing operational impacts and visitor experience during building works;
- Provide strategic leadership for Masterplan projects, especially the Energy Centre Programme and Western Range development; and
- Assist the Directorate Group in developing and delivering broader strategies.

### Reporting

- Ensure reliable systems for reporting activity, monitoring projects, and evaluating performance;
- Manage the Museum's relationship with DMCS on HR, security, and cyber security matters; and
- Prepare and present papers for Board and executive committees.

### HR & People

- Ensure the Museum is an open, inclusive, and welcoming work environment;
- Implement best practice recruitment processes and maintain sector-standard retention rates;
- Balance people resource demands with public body resource challenges; and
- Lead relationships with internal stakeholders, including Trade Unions, and external stakeholders, including Emergency Services.

### Visitor Services & Security

- Develop and deliver a vision for a welcoming and safe visitor experience; and
- Ensure the safety of the Collection through physical security and effective governance.

### Systems and Technology

- Offer counsel, advise and challenge to the Head of Information Services on strategy and methodology;
- Sponsor the technology change programme; and
- Develop cyber security capabilities and ensure adherence to evolving standards.

### Advice

- Advise on HR, VSS, and IS implications of Museum activities;
- Provide advice on sector-wide issues and improve project management; and
- Advise on organisational structure and oversee change programmes.

### Professional Services

- Oversee provision of efficient HR, visitor experience, security, and information services; and
- Deliver a process change programme to improve controls, efficiency, and effectiveness.

### Efficiency & Effectiveness

- Monitor, analyse, report, and advise on income-generating activity
- Ensure a balance between profit maximisation, risk management, and other objectives; and
- Monitor efficiency and advise on potential improvements.



# Person Specification

It is expected that candidates will be all or most of the following qualities:

## Experience:

- Senior people management experience;
- Development and delivery of successful strategies;
- Good technical knowledge of recruitment standards, requirements and practices in the public sector;
- Experience of presenting to Boards;
- Setting and monitoring budgets;
- Using complex databases;
- Strong IT skills;
- Successfully delivering significant process and structural change; and
- Delivering complex projects on schedule and budget.

## Skills:

- Keeping abreast of key developments to help contribute to strategic approaches within the Museum;
- Resolving issues and making decisions that will affect the Museum as a whole, in the context of the Museum's strategic direction and the wider political, social and economic environment;
- Assessing the degree of longer-term risk and likely impact associated with proposed actions and making decisions that do not limit or compromise future options;
- Managing, leading, motivating and developing teams and individuals;
- Managing conflicting demands, prioritising own and others' workloads appropriately, and anticipating and addressing future resource requirements;
- Making complex information clear to others;
- Encouraging excellence in service standards, setting the benchmark to which others aspire;
- Influencing key stakeholders and negotiating agreements; and
- Acting as an advocate for the Museum.

## Commitment to Equity, Diversity and Inclusion:

- The British Museum values and respects the diversity of its audiences and its staff; the Managing Director must embody these values.









# Terms of Appointment    How to Apply

Location: London

Salary: £130,000

Holiday entitlement: 25 days

Pension: Civil Service alpha pension scheme, with the standard employer contribution rate (currently 30.3%)

Saxton Bampfylde Ltd is acting as an employment agency advisor to British Museum on this appointment.

Candidates should apply for this role through our website at [www.saxbam.com/appointments](http://www.saxbam.com/appointments) using code EBMG

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring\* form.

The closing date for applications is noon on **Thursday 25<sup>th</sup> July 2024**

\* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

## **GDPR personal data notice**

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

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