

POSITION DESCRIPTION

Position: Business Manager

Reports to: Direct to the Board

Supervision of: Part time staff and volunteers

Hours: 38 hours per week (full time), 5 days per week, with some after hours work required.

Location: 2 Stuart Terrace, Alice Springs



Organisational context

The National Pioneer Women's Hall of Fame is one of two women's museums in Australia and aims to educate, inspire and empower people by exploring the distinctive history and contributions of Australian women, and share the stories and impact of the Old Alice Springs Gaol (where it is located).

Position summary

The Business Manager is responsible for the overall operational and administrative management of the museum, including finances, HR, strategic planning, marketing, volunteer coordination, daily administration, and event and project management. This position ensures the smooth running of the museum and its ongoing growth and sustainability.

SPECIFIC DUTIES

Strategy

- In conjunction with the board, develop and implement strategies and actions that will benefit the museum's overall operations, and increase visitor numbers and community engagement with the museum.
- Build strong relationship with relevant stakeholders, including funding bodies, media, government, tourism agencies, schools, and heritage groups.
- Ensure that the board has clear, accurate, and timely information on the operating performance of the museum.

Operations

- Ensure efficient daily operation and administration of the museum by ordering all office supplies and equipment, and overseeing NPWHF's financial management (paying and issuing invoices, banking, payroll, daily reconciliations, keeping to budget etc.), HR, and contracts.
- Ensure all staff and volunteers follow NPWHF's policies and procedures, and review these procedures for their ongoing relevance and benefit to the organisation.
- Oversee grant funded projects and works, and accurate and timely acquittal to the funding body.
- Work with the shop committee to ensure the shop is stocked and the shop policy is adhered to, and provide support to shop volunteers on a daily basis.
- Manage the rental of the complex for community events.
- Manage all aspects of the museum's grounds and facilities, including ensuring that all building maintenance requirements are met, and overseeing capital projects and leasing.
- Be responsible for the museum's risk management, including insurance and occupational safety.
- Ensure the museum meets all of its compliance requirements and certifications.

People

- Build a strong and welcoming volunteer culture by leading volunteer recruitment, management, issue resolution, development and engagement with support by the Administration Assistant.
- Manage the recruitment and orientation of new staff members.
- Maintain personnel records and manuals, and prepare and submit payroll.
- Respond to any visitor, volunteer or staff complaints or queries.

Communications and outreach

- Manage the external communications and marketing of the museum, including social media accounts, e-newsletter, website, marketing collateral redesigns etc.
- Preparation of the Annual Report and organisation of AGM.
- Oversee membership recruitment and renewals, and database, with support from the Administration Assistant.
- Actively source and apply for grants, and maintain the relevant databases.
- Continue and grow programmes, events and partnerships that expand our community engagement, and increase our marketing penetration and therefore visitor numbers.
- Be a spokesperson for NPWHF at events and with the media.

SELECTION CRITERIA

Essential:

- Excellent organisational, time management and planning skills, including the ability to set priorities and meet deadlines.
- Demonstrated ability to work under limited direction, initiate activities, set priorities and respond effectively to unforeseen challenges.
- Attention to detail and the capability to efficiently and correctly oversee the financial, HR and compliance requirements of the museum.
- Strong written and verbal communication skills, including the ability to manage all external communication and marketing.
- Demonstrated capacity and experience to think strategically, creatively, and resolve conflict.
- Strong customer service and interpersonal skills, and the ability to work in collaboration with a small team of staff and volunteers, and build relationships with external stakeholders.
- A working knowledge of MS Office, cloud-based accounting systems, and project management or the ability to learn

Desirable:

- Passion for history and women's achievements
- Experience working with volunteers and/or the museum or arts sector would be well regarded.