

the
DESIGN
MUSEUM

appointment of

Chief Operating Officer

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Saxton Bampfylde



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welcome from Tim Marlow, CEO and director

It's a great time to be involved with the Design Museum. Over the past two years we have substantially increased programming throughout our landmark building which is buzzing with energy and purpose with visitors almost back to pre-covid numbers and still growing. We have established Future Observatory as the national centre for design research for the green transition and been accorded Independent Research Organisation status in record time, the first independent museum to be recognised in this way. In addition, we have set out our vision and five years which focuses on the transformative potential of design.

So what is now needed is an energetic, ambitious, entrepreneurial COO to drive change across the institution, enhance its financial and operational stability and to enable us to realise our ambitions to be the world's leading design museum.

Design is fundamentally collaborative and I'm very much looking forward to working in partnership with a new COO who will join a talented and immensely capable and committed staff ready to define the next chapter in the museum's history.



The Design Museum is a multifaceted museum, an ever-changing space for the public, industry and education to come together and explore new ideas.



about us

The Design Museum is a charity and the leading museum devoted to design in the UK. Through a programme of innovative exhibitions and displays, pioneering research programmes, activation of the permanent collection and an expansive learning and engagement programme, we aim to engage the broadest possible public with 20th and 21st century design. What sets the Design Museum apart from our peers in the sector is our intrinsic connection to how the world is changing and the way that design gives shape to the future.

Our vision is a world in which design helps people and the planet to thrive. Our mission is to be a global hub for the transformative potential of design.

Since opening in 1989, we have gradually grown to occupy a distinct position in the UK's museums and gallery landscape as a multifaceted museum, an ever-changing space for the public, industry and education to come together and explore new ideas. We are a museum that reveals how great design can inspire and delight, while also providing practical solutions to some of the most pressing issues facing society today.

Our audiences come to explore design as a way of broadening horizons and shaping the future, and to connect with culture through shared experiences. Our landmark building in Kensington is the centre of our national network and a global hub for the transformative potential of design. We are one of the top independent museums in London and in 2023, we welcomed over 600,000 visitors to the museum. We have a rich digital output, with an audience of over 5million across our platforms.

Design is humanity's best friend: at its best, it offers solutions to some of society's most significant problems. The museum shines a light on the transformative impact of design and encourages people to consider how design has shaped our past, informs the present and can support a more hopeful vision for the future.

OUR VISION

a world in which design enables this planet and its inhabitants to thrive

OUR MISSION

to be a global hub for the transformative potential of design



our programme

Our programme is a diverse expression of the vast range of designers' influence on everything from homes to cities, clothes to technology, and food to film. This expansive field of activity provides an opportunity to reach many different kinds of visitor through stimulating and surprising exhibitions, programmes and content. By connecting design to people's everyday lives, needs and passions, we aim to reach the widest possible audience, including those who may not feel that they are interested in design. It is also central to the museum's mission to reflect the relevance of design to the major issues of our time, from an aging society to the climate emergency. We do this not just by showing designers' work, but by inviting them to use the museum as a space to 'think in public'.

Through our programme of temporary free displays, which pop up and activate points throughout the building, we offer visitors an opportunity to encounter a range of design research, experimentation, and production. Our Platform programme and Future Observatory displays offer a valuable platform for designers at all stages of their careers to share contemporary design thinking and practice with broad and diverse audiences.

What everything in the programme shares is a commitment to expanding our collective understanding of design, looking at the subject through different lenses and presenting a multitude of possibilities to engage with and interpret the world.

We share our exhibitions globally through our dynamic touring programme, which since its inception in 2002 has toured to over 104 venues in 31 countries.



learning and research

Learning and research at the Design Museum inspires and empowers audiences to engage with and imagine positive change through design. Our learning programme invites participants of all ages to explore and engage with the potential for change through design, attracting over 40,000 participants each year. We aim to create an open space for discovery, exploration and learning which nurtures creativity, radical thinking and collaboration. It is a place for everyone to have fun, be imaginative, and to develop a passion for design. Activity ranges from a public programme developed to enrich our programme and collection, through to engaging workshops for families and a gardening project. A comprehensive schools programme supports pathways into design education and careers, whilst also inviting fresh perspectives from the next generation on the role of design in the green transition.

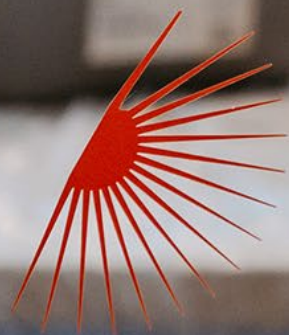
In spring 2024, the Design Museum was awarded Independent Research Organisation status, becoming the first independent museum to receive this recognition. Achieving IRO accreditation reflects how the Design Museum has built its capacity as a centre of excellence and supports us to become the national hub for design research. The Design Museum's research culture is based less on studying historical collections and more on understanding the contemporary and future landscape that design plays a tangible role in shaping.

Future Observatory

Future Observatory is the Design Museum's national research programme for the green transition. Through this pioneering programme, we invite audiences to reconsider what a museum can be: a place not solely focused on the present or past, but somewhere that can play an active role in shaping a more sustainable future for people and planet. Through exhibitions, events and publications, the Design Museum's Future Observatory champions new design thinking on some of the most pressing environmental issues we face, making cutting edge research accessible to a diverse public.



**creative
workshop**



communities

The museum is both hyper-local and global in its focus. Through work with local schools and community groups, we engage audiences across the borough and beyond who may not traditionally engage with museums, culture and the creative industries. As an independent museum with minimal investment from the public purse, we are committed to building a community who believe in the transformative potential of design. Collaboration with creative and design communities is central to our approach. Situated away from the city's more established museums and galleries, the Design Museum is uniquely placed to serve its local community, to build connections and inspire the next generation of design talent.

We work with designers, researchers, industry, educators, policy makers and the public to reimagine all our futures and diversify who participates in these roles. We question and collaborate to reach new audiences and increase representation across our engagements. We are here to inspire the next generation of designers, creative thinkers and entrepreneurs who collectively have the potential to shape our future. We create space for discovery, exploration, and learning, whilst nurturing creativity and collaboration. We want everyone's experience of the museum to spark their imagination, create enjoyment and build a passion for design.

Our strategic diversity, equity and inclusion aims are to:

- Embrace diversity and inclusion across the museum's programming
- Make the museum a more diverse and inclusive place
- Foster an environment of belonging

Our ambition at the Design Museum is to create a culture that values and embraces differences. To shape an environment where everyone feels they belong, has a voice and can reach their full potential. We know that when this happens, we are all more engaged, committed and effective, and we make a more meaningful contribution to the world around us.

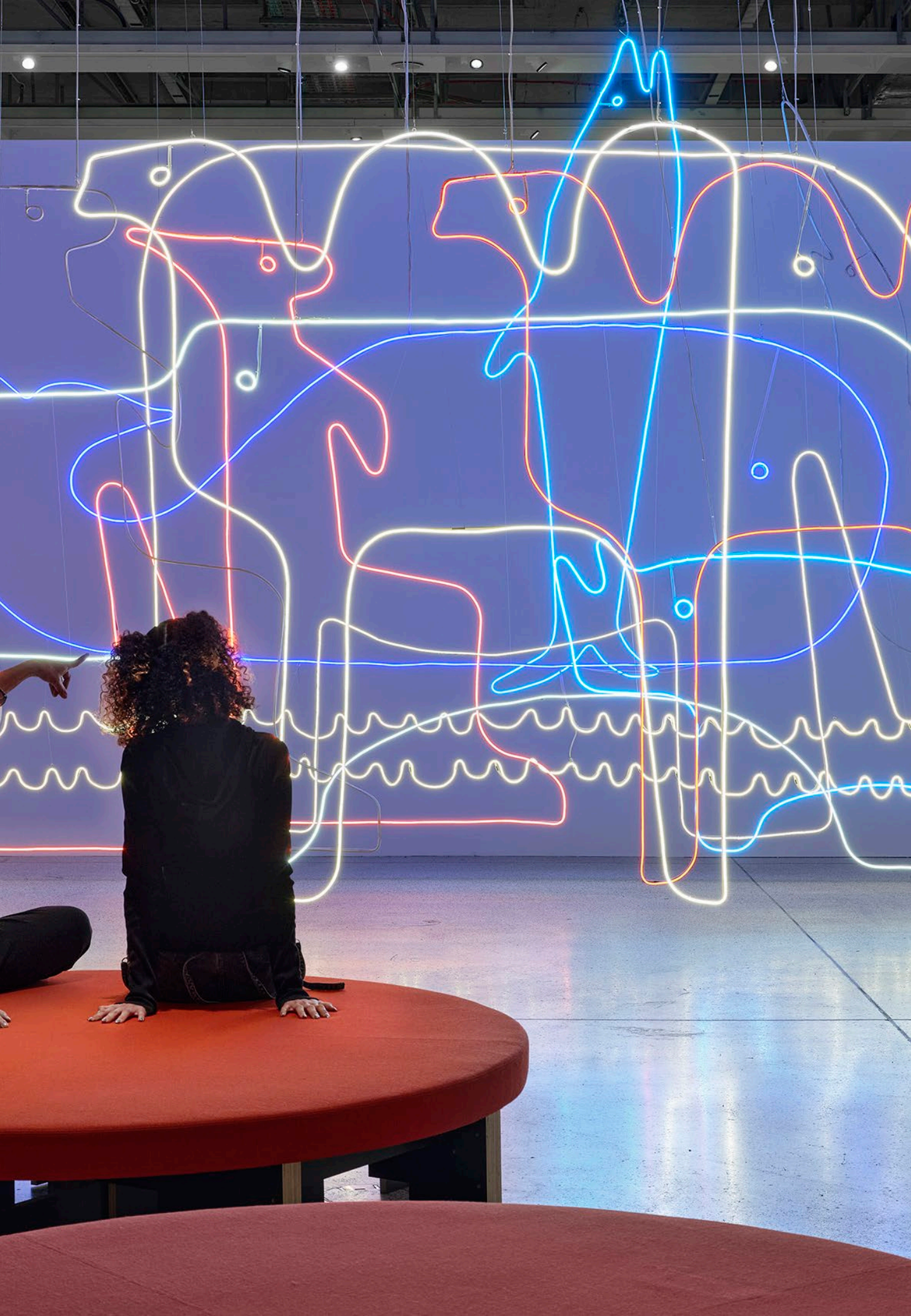
funding model

The museum receives a small proportion of public funding, with less than 2% of its annual budget coming from Arts Council England.

Fundraising, from both corporate and philanthropic sources, is critical to the funding model. As we move into this next phase in the museum's growth, we must increase income to continue to present a thought-provoking, diverse programme each year: from world-class exhibitions to stimulating learning programmes and pioneering research outputs.

Growing our unrestricted income enables us to both plan for the future and have the flexibility and dynamism to respond to opportunities as they arise. We have an ambition to be a new kind of entrepreneurial museum – whose network, productivity and relevance ensure its financial resilience.





the role

Reports to: Chief Executive and Director

Responsible for: Head of Commercial, Head of Estates, Head of IT,

Department: Directorate

Contract: Permanent

Overview

It's an exciting time join the Design Museum's senior leadership team. We have recently set out our vision and five-year strategy that focuses on how we can realise the transformative potential of design. Over the past two years we have substantially increased programming throughout our landmark building which is buzzing with energy and purpose. We have established Future Observatory as the national centre for design research for the green transition and been accorded IRO status in record time, the first independent museum to be recognised in this way.

As part of the dynamic senior leadership team, the COO will work closely with the board and CEO/Director to drive change across the organisation, enhance its financial and operational stability and to enable the museum to realise its ambitions. Leading the Estates, IT and Commercial teams this role has the key levers to shape the future of the museum.

Job scope

The role is responsible for departments which deliver significant parts of the museum's portfolio, both in relation to expenditure management and income generation. This COO oversees the Estates, IT and Commercial teams, with three direct reports and an overall staff base of around 60 staff, plus ownership of the relationship with key third party suppliers. The role covers estate management, efficient management and delivery of digital infrastructure both for staff and visitors and oversight of the public facing commercial operations comprising of retail, catering, publishing and visitor experience. Working with the rest of the senior leadership team, the COO will deliver museum wide strategic programmes and will hold direct responsibility for development of the business plan and monitoring of the organisational risk.

job description

Directorate:

- Coordinate and lead operational teams to deliver on the organisation's new Transformation Programme ensuring alignment, collaboration, accountability and agility throughout the process;
- Work with the senior leadership team to ensure clear decision making and prioritisation across the museum's cost and profit centres – aligning the organisation's goals from top to bottom;
- Help deliver thought leadership and action make the museum a more diverse and inclusive place;
- Contribute to the museum's commitment to environmental responsibility thought leadership, insight and strategy, also ensuring organisational and department led goals are foregrounded and delivered;
- Drive and deliver strategic goals across each team within the COO's portfolio to ensure adding value to the organisation, fostering innovation and managing risk;
- Working with the CFO, own development and delivery of the organisation's business plan reporting, ensuring it reflects annually updated strategic aims and financial objectives;
- Foster a culture of integrated working, encouraging efficiencies and collaboration across shared work objectives;
- Directly manage the museums public facing Commercial activity (retail, catering, publishing and visitor experience), Estates & IT teams;
- Drive public facing profit targets for the museum through the retail, catering and publishing portfolio, working to increase spend per head, realising global growth across digital and international platforms, and other appropriate KPI's as targeted;
- Provide regular reporting to the Board of Trustees and relevant committees on the Museum's progress on related key projects and targets articulated in the Transformation Programme; and
- Effectively manage the museum's governance processes and reporting to ensure transparency, accountability and compliance with law.

Estates:

- Maximise the value from contracts with fixed-term service providers while ensuring the museum's needs are met efficiently and effectively;
- Manage and order Capital Development and Maintenance priorities with consideration to the associated risk profile of these areas; and
- Work towards the museum's environmental goals through the management of its estates.

IT:

- Take responsibility for the operations, processes and infrastructure that underpin the delivery of the museum's cultural and commercial output, based on a strong working knowledge of digital development and implementation;
- Understand the needs of teams and enable them to work efficiently, utilise data and operate collaboratively;
- Ensure the museum's digital infrastructure is robust and fit for purpose for day-to-day operational delivery across ticketing, CRM and communication platforms; and
- Ensure the museum's IT infrastructure adheres to best practice for cyber-security and data protection compliance.

Commercial:

- Drive substantial profit growth and delivery through strategic and operational evolution of the museum's public facing commercial activities;
- Lead the internal team and shape external engagement to deliver creative and efficient responses to commercial opportunities which burnish the museums reputation;
- Lead the Visitor Experience team aiming to continually enhance the standards of delivery around the visitor journey; and
- Ensure continuous review and consideration of visitor flow, based on programme, to optimise engagement and income generation at key visitor touchpoints.



person specification

- Proven leadership experience in a multifaceted organisation where the management of operational excellence have been integral to the success of the organisation;
- Strong working knowledge of digital platforms and infrastructures, plus development of such to support changing back of house and front of house requirements;
- Proven experience of procurement and third-party relationship management;
- Experience of driving financial growth by achieving income generation and maintaining cost management efficiencies;
- Experience of leading significant retail growth and designing an exceptional customer experience;
- Proven ability to motivate teams to deliver success by achieving and exceeding set targets and KPI's;
- Strong general management skills with experience of driving effective change;
- Proven experience working to promote equality, diversity and inclusion;
- Ability to prioritise effectively across multiple projects, agendas, partnerships and timeframes;
- Proven ability to champion and facilitate an open and collaborative team environment whilst nurturing team accountability;
- A keen understanding and experience of all areas of fiscal management;
- Proven experience of integrating both qualitative and quantitative approaches;
- Ability to be strategic with a focus on detail;
- Data driven with a drive for continuous organisational improvement;
- Articulate with an ability to influence key decisions; and
- A strong track record of balancing commercial income generation with the ability to be entrepreneurial and take measured risks.

terms of appointment

Salary: up to £90,000 per annum/pro rata [dependent on experience]

Holidays: 25 days + Christmas eve (museum closed)

Hours: 35 per week

Location: Design Museum Kensington is the place of work, with a hybrid arrangement of 60% of an employee's role to be performed at the museum and 40% remote

Design Museum Staff Benefits

Employees are entitled to 25 days holiday, rising to 26 days after two years' service and 27 days after five years' service, plus 8 days Bank Holiday and Christmas Eve (museum closed), pro-rata for part-time employees. Other benefits include flexible working, hybrid working and core hours (10.00am – 4.00pm), where feasible for the role, access to a defined contribution pension scheme, enhanced maternity and paternity leave, an employee assistance programme, season ticket loan, cycle to work scheme, free entry for friends and family to the museum, a variety of staff discounts including the museum shop, cafes and free entry to a wide number of galleries and museums in London.

Pension

All eligible staff will have access to the Design Museum Defined Contribution Pension Scheme. An employees pay a minimum amount of 4% of their pensionable salary every month. On top of this payments are made into the employee's pension by the museum of 4% of the employee's pensionable salary. Total paid into an employee's museum pension = 8%.

Hours of Work

Full-time employees are required to work no less than 35 hours per week. Core hours on contracted working days are between 10.00am and 4.00pm. Employees must be available for work, meetings etc during these times, notwithstanding time for a lunch break. A minimum of a 20-minute break must be taken if an employee is working over six hours. Hours for part-time employees are pro-rated accordingly.



SPACES

Designing spaces that are lively and uplifting is an equally important aspect of her practice. In 2014, exhibition 'Types of Happiness' explored a spectrum of 16 kinds of happiness that were chosen to inspire wellbeing, developed by researchers at Bath Spa University College. This multicolored view of happiness inspired her's poster design. The urban environment becomes a canvas for creating moments of delight in a city that is often overwhelming and impersonal.



how to apply

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

Candidates should apply for this role through our website at www.saxbam.com/appointments using code **EBOXA**.

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 **Monday 1st 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.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

the
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