

The Freud Museum is looking for a new Director of Operations.

If you are people focused, operational leader with experience of driving innovation and change, we want to hear from you.

The Freud Museum is a unique small London Museum, where Sigmund Freud lived and worked after his flight from Vienna in 1938. Its world-class collections are supported by an active programme of education, events and exhibitions.

We are seeking an experienced Director of Operations, with an understanding and empathy for small museums and the charitable sector, to work alongside a new Director of the Museum.

The Director of Operations will have knowledge across a range of organisational and administrative functions, and experience of implementing new approaches to operational delivery, equipping the Museum to drive greater audience reach and to build on its existing reputation.

Ideally from a charitable or museum background, although candidates from other backgrounds with relevant interest or experience will be considered, the Director of Operations should have strong people skills, with the ability to coach and support the existing team through a period of operational transition. This is a hands-on role, where the Director of Operations will need to play an active delivery role to progress key priorities, as well as supporting colleagues across the Museum to deliver on wider organisational goals. The Director of Operations should be available to spend the majority of his/her working week in the Museum.

Background Information

Vision: "Our Vision is that Sigmund and Anna Freud's home and unique collections will inspire discovery and debate across the world on the history and continuing value of psychoanalysis"

Mission "Our Mission Statement is that in Sigmund and Anna Freud's last home we explore their psychoanalytic legacy and the difference this can make to people's lives. This is a welcoming place for learning, engagement and open mindedness, which encourages all to stimulate thought and challenge prejudices"

The Freud Museum London is an extraordinary, atmospheric place, quietly located in a residential side street in North London.

The Freud Museum London was the last home of Sigmund Freud (1856-1939), the founder of psychoanalysis. The Museum houses the books, furniture and objects which Freud brought with him when he was forced to leave Austria following its annexation by Nazi Germany in 1938. It also houses the personal possessions of Freud's daughter Anna, herself a prominent child psychoanalyst, who lived in the house until her death in 1982.

Thanks to arrangements made by Anna Freud before her death, the house became a Museum in 1986. The Museum offers visitors the chance to experience Freud's home and in particular his study, containing the original psychoanalytic couch, his desk, library and collection of over 2000 antiquities.

As a charity the museum receives no government funds, but generates the majority of its income through fundraising together with its own successful and wide ranging activities - admissions, events, retail sales and private hire.

The Museum has developed an international reputation for its exhibitions, innovative education and public programmes, and also for research and publications, thanks to its significant archives and photo library. It has long been a site for exploring the intersection of psychoanalysis and art, with a legacy that includes significant exhibitions by both historical figures such as Salvador Dalí, Lucian Freud, Paula Rego and Louise Bourgeois, as well as influential contemporary artists such as Gavin Turk, Mark Wallinger, Susan Hiller and Bharti Kher. The collections and archives support scholarship in the history of psychoanalysis and also archaeology, art history and cultural studies.

Over time, the Museum's reach and activities have grown hugely with visitor numbers more than doubling. Approximately half of all visitors are from outside the UK reflecting the Museum's international reputation.

The museum is committed to the promotion of mental health awareness and engagement with the inner life. In a hectic world of quick fixes and polarised narratives, we wish to create spaces of warm tranquillity, spark curiosity and foster deeper reflection. We are passionate about making psychoanalytic ideas accessible and relevant to increasingly diverse, non-specialist audiences.

This is an exciting time to join the Freud Museum, and to build the direction for the next stage of its development.

Job Description & Person Specification

Organisation	Freud Museum London
Location	Based at Freud Museum London, 20 Maresfield Gardens, London NW3 5SX
Job Title	Director of Operations
Reports To	Director
Works with	Board of Trustees, staff team, stakeholders, donors, external contacts and partners
Hours of work	3 – 4 days per week. Default working times will be within the core office hours of Monday-Friday from 9.30am-5.30pm, though some occasional evening or weekend hours may be required, for which time off in lieu should be taken. The Museum is open from Wednesday-Sunday from 10.30am-5pm.
Pay	In range £50,000 pa (pro-rata), depending on experience
Pension	3% employer contribution and 5% employee contribution
Holiday	20 days (pro rata) plus bank holidays

Key Responsibilities

1. Operations

Responsible for delivery of a safe and engaging museum experience for all visitors, whether to the collections, exhibitions, public programme, private hire or archives. Lead on health and safety, business continuity, security and safeguarding, delivering through others.

2. Finance

Oversight of the financial management and performance of the Museum, including regular reporting to Finance & General Purposes Committee of the Board. Ensuring that salaries and invoices are paid in a timely fashion and overseeing the annual audit process. Work with staff to review income generation and commercial opportunities and improve cost management. Develop intelligent reporting and dashboards which inform decision-making.

3. HR

Management and oversight of core HR requirements, including staff contracts and job descriptions, recruitment of new staff and development of new starter induction and leaver processes. Review and rethink of Staff Handbook and associated policies and processes. Development of the appraisal process, line management of senior team and point of escalation for HR issues across the staff. Manage the contract relationship with the external HR support provider.

4. IT and data

Oversee the IT infrastructure of the museum and the relationship with the external network provider. Take forward plans for upgrade to the network, including new hardware and software, improvements to file management, cybersecurity improvements, review of associated policy/processes and staff training. Oversee procurement of new ticketing system and improvements to existing customer relationship management system. Review data protection provision.

5. Governance & risk

Supporting the Board of Trustees in their governance roles, through provision of reports to the board and sub-committees, management of meeting schedule and minutes, and compliance with legal, regulatory and ethical standards relevant to museums and charities. Review and update the Risk Register.

6. Museum management

Working alongside the Director, with oversight and approval of key documentation including policies, procedures and grant applications.

Person Specification

Essential

- Extensive museum/arts/cultural or charity leadership experience
- Proven track record of delivering operations and engaging visitor experiences.
- Strong experience of managing budgets and supporting finance functions
- Experience of developing and managing IT and database functions within an organisation
- Commercial acumen
- Strong people skills to foster collaboration and innovation to lead and develop a senior team.
- Track record of managing HR in a similar organisation
- Recognised skills in staff and organizational development
- Commitment to equality, inclusion and diversity

Preferable

- Interest in the life and works of Sigmund Freud, Anna Freud and psychoanalysis
- Experience leading marketing delivery
- An understanding of audience development, and how to bring in new audiences

Recruitment process

Application deadline – Friday 20 June, 5pm

First Stage Interview – Monday 14 July, in person at Freud Museum London

Second Stage Interview – Friday 18 July (online if required)

Please note that interviews for this role are taking place after the appointment to our vacant Director position.

To apply, please send an up-to-date CV and Covering Letter (no more than two pages) to jobs@freud.org.uk

If you would like to learn more about the role, please contact Dan Feeney (Acting Director) by email to arrange an informal conversation – dan@freud.org.uk