



North  
Northamptonshire  
Council



## Job description

Details of the job	
Post title:	Heritage Manager
Salary grade:	£45,441 - £48,474
Hours:	Full Time, 37 hrs per week
Location:	Cornerstone (Kettering), Corby Heritage Centre (Corby)
Reports to:	Head of Culture, Tourism and Heritage
Service area:	Culture, Tourism and Heritage

In September 2022, North Northamptonshire Council developed a new service 'Culture, Tourism and Heritage'. This new service has brought together departments across the council including Tourism delivery, theatres, events and heritage assets which now all sit within the Communities and Wellbeing Directorate.

North Northamptonshire Council has the vision:

***'To create a new sustainable, efficient, and engaging heritage, cultural and tourism service that will shine a light on the outstanding assets we have within North Northamptonshire, whilst protecting and preserving heritage for future generations. Working with partners, we aim to improve and increase the tourism economy by developing infrastructure and introducing pioneering marketing strategies to attract inward investment and visitors.'***

The Culture, Tourism and Heritage Service includes the following areas:

- The Chester House Estate (CHE)
- Corby Heritage Centre
- Cornerstone
- Northamptonshire Archaeological Resource Centre (ARC)
- North Northamptonshire Council Events
- Discover North Northamptonshire Hub
- Destination Nene Valley (DNV)
- The Greenway Project
- Theatre Contracts for the Corby Core Theatre, The Lighthouse Theatre and The Castle Theatre.
- Visitor Attraction / Park contracts for Stanwick Lakes, Twywell Hill and Dales

- Cultural, Heritage and Tourism Partnerships including with Made with Many, Love Corby, The Northamptonshire Heritage Forum, Northamptonshire Surprise, Rockingham Forest Trust and The Nene Rivers Trust.

As part of the new business plan, a new Heritage department will be introduced that will bring together heritage assets across North Northamptonshire, these include The Cornerstone (Alfred East Art Gallery and Manor House Museum located in Kettering) and the Corby Heritage Centre.

### **Corby Heritage Centre**

Corby Heritage Centre serves the community through exhibitions and displays that reflect the rich and diverse cultures of the Corby community and local heritage. Visitors to the Heritage Centre have the opportunity to learn about the historic nature of the building itself and also the story of Corby Old Village with education, work and entertainment themes being explored in the temporary exhibition area of the centre. The temporary exhibitions will change to cover local history for the community and school groups throughout each year. The Corby Heritage Centre will be open Wednesday-Sunday 10-4pm and will be volunteer led with Visitor Experience Assistants supporting the delivery on peak periods (school holiday and event days). The entry to the centre is free and there will be small retail offering within the centre to support a secondary spend income. Small engagement events will take place in the centre to encourage footfall.

### **Manor House Museum**

Dating from the 17th Century and re-fronted in the 18th Century, the Manor House Museum also incorporates an earlier structure, known as Abbot's house, which belonged to Peterborough monastery, dating back to between 1233-46. In fact, the house was considered the most treasured building of Peterborough Monastery and has also been mentioned indirectly in John Bridges 'Mr Sawyer's House' (1720). He clearly has described the Abbot's house with the old window frame. Interestingly, if you visit the Museum today, you will see 17th and 18th-century artefacts in admirable condition. The building was listed grade II\* in 1950 and later extended and converted to the town museum. Today the Manor House Museum has displays and exhibits of local history, as well as programs and activities for children and families. The museum will remain shut to the public until funding is established for a full refurbishment.

### **Alfred East Art Gallery**

Carnegie's gift of a library created a strong stimulus for a public gallery to be built. The Permanent Collection dates from 1905, housing a rich and varied collection of paintings, ranging from 19th - century landscapes and portraits to 20th-century modern art and work by contemporary artists. The collection was started when, The Connoisseur, a portrait by Walter Bonner Gash of a well-known local antique dealer was purchased by local subscribers and presented to the town as a foundation for a permanent art collection. Alfred East had similar ideas on how to enrich the lives of the workers of Kettering and wanted to make art accessible to them. When East was awarded a knighthood in the 1910 Birthday Honours list a banquet was held at the Royal Hotel to celebrate at which he presented one of his own important works, Midland Meadows, to the town. In 1911, he offered Kettering a representative selection of his works conditional on the construction of a gallery to house the Collection and, within a remarkably short time, money for the project had been raised by public subscription. Kettering Urban District Council commissioned local architects, Gotch and Saunders, to design the new building. A major proportion of the Collection incorporates works with a local connection to Kettering and Northamptonshire. As well as the significant collection of East's, which comprises of 97 works, the Collection also boasts a significant number of works by

Thomas Cooper Gotch. Other notable local artists, include Ralph Hartley, Harry Dorr, George Harrison, John Nettleship, Wilfred Hawthorn and Walter Bonner Gash. To complement the locally associated works, the small collection of contemporary pieces, largely purchased in the period between the late 1950s and the 1970s, includes paintings and printmaking examples from artists such as Alan Davie, Joan Eardley, Howard Hodgkin, Terry Frost, John Hoyland, William Scott and Eduardo Paolozzi. The collection today consists of just over 900 pieces of work, encompassing a mixture of disciplines including oils, watercolours, etchings, printmaking, photography and sculpture, just to name a few.

## **Cornerstone**

Kettering benefits from having a cluster of heritage assets located within the town centre's Cultural Quarter - Alfred East Gallery, Kettering Library and Manor House Museum. The Cornerstone project - funded by the South East Midlands Local Enterprise Partnership (SEMLEP) and North Northamptonshire Council has revitalised and extended these heritage assets, enabling Cornerstone to become a creative and cultural anchor for North Northamptonshire. The project includes the construction of a two storey extension to the rear and between the library and Alfred East Gallery which are adjacent to the Museum, unifying the facilities and providing a blend of cultural amenity, space and teaching facilities. The offer includes:

- Flexible workspace and exhibition space supporting creative start-ups, with wrap-around support provided by the British Library led Business and IP Centre (BIPC) Northamptonshire, providing the correct environment for creative and cultural businesses to start up and grow.
- New events and workshop spaces - The Garden Room and the Black Box event space, capable of accommodating up to 130 people.
- A new cafe capable of seating 30 people indoors and 45 outside on a new terrace with expansive views of the Manor House Gardens.
- A new climate controlled gallery store capable of storing and caring for the Alfred East gallery collection.
- Refurbished gallery spaces with climate control to allow the hosting of local and national exhibitions, talks and workshops.
- A new open plan Work Room allowing research and curatorial work to be conducted in an appropriate space.
- New toilets with accessible facilities and amenity spaces including a Changing Places Toilet - allowing all people with special needs or disabilities to use Cornerstone.

Cornerstone will be open 7 days per week with standard opening hours of 10am-4pm. Our commercial offering is achieved through the following:

- Cornerstone cafe as well as catering for meetings/events
- Conference and space hire
- Wedding ceremonies and reception hire
- Free-to-Enter gallery & museum with contactless donation points
- Commission from sales at exhibitions
- Educational school, college and university school visits
- 12 months events, workshops & activity programme - paid for and free
- Craft fairs & outdoor events
- Development of a gallery & museum retail offer

The Heritage Manager will lead the day-to-day operations and development of North Northamptonshire's heritage assets including the Cornerstone and Corby Heritage Centre. You will manage and develop all visitor services and operational activities, including overseeing a large

learning program, and ensuring the delivery of an exceptional visitor experience encompassing retail and catering activities. As Heritage Manager, you will lead the delivery and development of the business, ensuring its ongoing commercial success through innovative product development and maintaining high standards of guest service.

In this role, you will demonstrate a results-oriented, team-focused, and guest-centric management style within the tourism or hospitality sector. You will exhibit a motivational and can-do attitude, building effective relationships to maximise team performance. A strong understanding of business and financial procedures is essential, as well as efficient management of teams and resources to achieve financial goals. Overseeing all aspects of heritage management, including visitor services, estates and facilities teams, catering, retail, accommodation, administration, educational and commercial partnerships, security and health and safety, you will ensure comprehensive and high-quality management of heritage assets.

The Heritage Manager will be ultimately responsible, for the management, preservation and development of North Northamptonshire's heritage collections, working with a skilled museum and art gallery team. This critical aspect of the role requires knowledge in heritage collection management, including knowledge of conservation techniques, cataloguing and archival best practices. You will ensure that all heritage items are properly cared for, documented and displayed in a manner that enhances public understanding and appreciation. Using the skillset with the existing team, you will be essential in developing strategies for the acquisition, preservation, and interpretation of collections, ensuring their long-term sustainability and accessibility. If you have a deep understanding of heritage collections and a passion for preserving cultural assets, this role offers a unique opportunity to make a significant impact.

A key objective for the Heritage Manager is to oversee the opening of the newly renovated Cornerstone to the public, ensuring it becomes a vibrant cultural hub. Additionally, you will collaborate with the Head of Service and the Project and Development Manager to formulate a long-term strategy for restoring and reopening the Kettering Museum, revitalising this important local institution. Another crucial responsibility is to develop a comprehensive plan for local history storage and collection spaces across North Northamptonshire, ensuring these valuable resources are preserved and accessible. Furthermore, you will lead the effort to relocate and develop the Corby Heritage Centre, creating a sustainable and engaging space for the community to connect with their heritage. These objectives will require strategic planning, strong project management skills and a deep commitment to cultural preservation and community engagement.

The role demands a creative, strategic thinker with a passion for delivering outstanding customer experiences. You will act as Duty Manager on a rota basis with the Leadership Team, requiring regular weekend and Bank Holiday work to ensure smooth operations and visitor satisfaction at museums and galleries. Collaboration with other managers is key to providing a safe and enjoyable experience for all visitors.

Occasionally, situations may arise that require you to perform other duties as reasonably requested by the estate. All employees are expected to adhere to the organisation's commitment to providing a safe and positive working environment for all. This role operates on a 5/7-day roster, including weekends and bank holidays, to ensure comprehensive coverage and support for heritage sites.

The ideal candidate will have a proven track record in guest service excellence, effective team management, and innovative business development within the tourism or hospitality sector. If you are a creative, strategic thinker with a passion for heritage and customer satisfaction, we encourage you to apply.

**Overall purpose of the post**

1. Lead and line manage the Heritage Team, including the site leadership team.
2. Develop new business ventures to maximise revenue, brand growth and profits.
3. Take ultimate responsibility for managing key heritage partnerships.
4. Oversee the projected income and manage the heritage department P&L.
5. Ensure overall health and safety, safeguarding, legal and HR procedures are adhered to.
6. Lead the delivery and expansion of the pioneering learning and engagement programme.
7. Care for and preserve historic listed buildings in collaboration with key partners, including the National Lottery Heritage Fund and Historic England.
8. Grow the North Northamptonshire heritage brand in line with the strategic business plan.
9. Preserve heritage artefacts and collections at museums, art galleries and archive stores.
10. Oversee and manage the care for collections at Corby Heritage Centre, Kettering Museum and The Alfred East Art Gallery, ensuring compliance with accreditation guidelines.
11. Lead the development and delivery of a project to secure the future of Kettering Museum and the NNC collection, from scoping and options appraisal to funding and implementation.
12. Coordinate and implement strategic plans to enhance visitor experience and engagement.
13. Establish and maintain effective communication channels with stakeholders, community groups and funding bodies.
14. Conduct regular assessments and site visits to ensure the preservation and proper maintenance of heritage sites.
15. Facilitate training and professional development opportunities for the Heritage Team.
16. Promote sustainable practices in all aspects of heritage management and operations.
17. Develop and manage educational and outreach programs to increase public awareness and appreciation of local heritage.
18. Ensure all projects and activities align with the organisation's mission and strategic objectives.
19. Report on project progress, financial status and outcomes to senior management and governing boards.
20. Act as an ambassador for North Northamptonshire heritage, representing the organisation at local, regional and national events.
21. Foster a culture of continuous improvement within the Heritage Team, encouraging innovation and best practices.
22. Secure additional funding and sponsorship opportunities to support ongoing and future projects.
23. Manage the logistics and operations of special events, exhibitions and public programs.
24. Collaborate with marketing and communications teams to promote heritage sites and programs.
25. Oversee the development and implementation of digital initiatives to enhance access to heritage resources.

## **Main accountabilities**

1. Create exceptional visitor experiences by organising and delivering engaging activities that bring the multiple heritage sites to life in new and innovative ways.
2. Oversee and manage the care for collections at Corby Heritage Centre, Alfred East Art Gallery and Kettering Museum, including developing and overseeing the project to secure the future of Kettering Museum, ensuring compliance with museum accreditation guidelines.
3. Develop commercial operations, including catering, retail, events, and conferencing, fostering a culture of excellent customer care and ensuring all visitor areas are presented to high standards.
4. Analyse visitor surveys and provide clear feedback and recommendations to the leadership team and senior officers. Act on visitor feedback to continuously improve the visitor experience.
5. Benchmark site performance by collaborating with other local and national visitor attractions, museums, and galleries.

6. Develop effective delivery of educational and commercial activities, including new outreach and onsite engagement programs.
7. Manage financial performance, including developing, monitoring, and evaluating commercial aspects of visitor services such as events, weddings, and conferencing bookings. Set and achieve financial targets, maximising sales and income generation on site.
8. Identify new opportunities to drive income and innovation, harnessing ideas from the team and customer feedback. Support colleagues in developing their business areas, offering practical help when needed, and assist the Head of Service in creating successful fundraising bids.
9. Work with the Head of Service to develop and implement long-term master plans and business plans for the sites.
10. Lead the continued development of the food and beverage offer at Cornerstone, including implementing new menus, procedures, and customer service training. Ensure the catering offering meets all food hygiene regulations.
11. Provide clear leadership and direction to staff and volunteers, maintaining effective communication and ensuring adequate supervision. Develop rotas that provide suitable staffing cover while remaining within agreed monthly wage budgets.
12. Produce monthly reports, including financial, staffing, and strategic updates.
13. Grow the overall brand within North Northamptonshire and beyond. Act as the 'face' of the heritage offering, leading all PR and external communications.
14. Develop and lead a long-term marketing strategy to increase visitor footfall and spend per head (SPH).
15. Mentor and develop the entire Heritage team, from management to weekend and casual team members.
16. Manage all commercial contracts, ensuring compliance with NNC procurement processes.
17. Take responsibility for all health and safety, security, recruitment, GDPR, safeguarding, and other statutory regulations.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

## PERSON SPECIFICATION

Post Title:	Heritage Manager
Grade	
Service Area:	Culture, Tourism and Heritage

<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Education and Qualifications</b>	<p>Graduate qualification (or equivalent experience) in Management, Business Studies, Marketing, Communications, Finance or related discipline.</p> <p>Experience in working in Heritage, Leisure, Tourism, Visitor Experience.</p> <p>Experience with managing large and diverse teams.</p>	<p>Personal License holder.</p> <p>First aid trained</p> <p>Level 3 food hygiene certificate</p> <p>Master degree or further education in Management, Heritage, Leisure, Tourism or hospitality management.</p> <p>Certificate in Occupational Health and Safety (To IOSH at least, preferably NEBOSH)</p>
<b>Experience and Knowledge</b>	<p>Excellent communications and interpersonal skills to be able to effectively engage with a range of audiences and stakeholders at strategic, operational levels, including elected members and members of the public.</p> <p>Experience of managing and caring for museum collections and exhibitions, working with museum accreditation.</p> <p>Excellent influencing and advocacy skills. The ability to positively influence and instil confidence in team members, senior officers and stakeholders</p> <p>Significant and proven experience of retail, business, marketing and/or visitor services, especially within the charity sector</p>	<p>Experience of working with volunteers or community groups</p> <p>Appreciation and understanding of the importance of the historic environment.</p> <p>Experience in developing and growth community engagement and school outreach.</p>

	<p>Experience managing teams from varied backgrounds.</p> <p>Demonstrated ability to grow a commercial operation.</p> <p>Ability to develop a performance management culture and delivery framework, developing short, medium and long term goals.</p> <p>Budget management experience including regular monthly monitoring, forecasts, end of year closedown, grant funding applications and management.</p>	
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<b>ATTRIBUTES</b>	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>
<b>Ability and Skills</b>	<p>Excellent customer service skills and high service standards.</p> <p>Strong relationship management and influencing skills</p> <p>Excellent planning and report writing skills</p> <p>Excellent time-management skills</p> <p>Confident, flexible and relaxed management style, able to communicate effectively with everyone.</p> <p>IT skills to manage a large EPOS and online book system.</p>	<p>A dynamic leadership style, and the ability to manage a diverse permanent and seasonal team.</p> <p>Monitoring, evaluation and analytical skills</p>
<b>Equal Opportunities</b>	<p>Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.</p>	