

Improving services

We have created jobs to improve the service provided by Hub venues. Facilities Managers, Building Technicians, Technical Assistants, Administrators and Front of House staff have all been recruited to increase operational efficiency in Hub venues, and are already demonstrating excellent results.

Bolton Museum & Art Gallery has a newly created post of Administrative Officer, which has changed the way the museum office works. For the first time, there is someone who concentrates on collecting statistics and developing ways to do this more efficiently. They also have a new Technical Assistant, who has worked with all departments and taken an active part in touring exhibitions.

The Harris Museum & Art Gallery has a Front of House Manager who was able to provide support during a period of major disruption while building work took place. The post is also working on projects to improve customer service.

The Hub funded posts have meant that new ideas, skills and experience have come into museums and galleries around the region.

"The Front of House Manager has been absolutely invaluable". Staff feedback, Harris Museum & Art Gallery.

"The role of Technical Assistant has helped to establish a positive and creative conservation team. The supportive role has enabled us to deliver a better service to visitors." Staff feedback, Bolton Museum & Art Gallery.

"We have strengthened the in-house team by developing the skills of existing staff.", Staff feedback, Manchester City Galleries.

