



Post: Weekend Duty Manager, No. 1 Royal Crescent (Saturday, Sunday & Monday - working alternate weekends)

Terms: Part time, fixed term seasonal contract for the 2017 season (which runs to mid December 2017). 9am-6pm Saturday, 9am-6pm Sunday and 11am-6pm Monday (including one hour unpaid lunch break) on alternate weekends.

Salary based on an hourly rate of £8.28 per hour with paid holiday.

Applications from candidates interested in working on alternate Saturdays and Sundays only (and not Mondays) will also be considered.

Reporting to: Visitor Services Manager (FOH Staffing), No.1 Royal Crescent

Purpose of role: Ensuring the smooth running of the front of house of No.1 Royal Crescent during museum opening hours and delivering exceptional standards of visitor care to ensure a high quality experience for all visitors (paying day visitors, groups, school visits and special tours)

Key responsibilities

Volunteer management

- Filling last minute vacancies in the rota and providing emergency cover as necessary to ensure the rooms are adequately staffed at all times. Acting as a room guide if required.
- Supervision and support of volunteers during your shift, including welcoming volunteers on arrival, updating them on daily activities or changes and ensuring they are in position when the museum opens.
- Being available to the guides and public to ensure the smooth running of the museum, including providing front desk and shop cover for lunch breaks etc
- Responsibility for the welfare of volunteers during your shift, forwarding any feedback to the VSM if necessary.
- Daily management of the guides' rest room, provision of refreshments, monitoring provision levels, ensuring the room is clean and tidy during your shift and escalating any issues to the VSM.

Front of house management

- Opening up the museum at the beginning of the day (unlocking doors and shutters) and setting up public spaces to ensure security of objects and the safe presentation of all public spaces for visitors.
- Ensuring all public spaces including toilets are clean and tidy

- Making sure the museum is ready for opening including audio visual equipment, ticket stocks, written materials, desk merchandise, room information etc. Restocking/checking during the day as required.
- Checking floats for the desk and shop, and putting floats in the tills in the morning
- Cashing up and locking away admission and shop takings on a daily basis ready for the cashier.
- Closing up the building at the end of the day and alarming/un-alarming the building as necessary.
- Acting as key holder for the building

General

- Welcoming and managing standard group visits through the museum and out of hours tour visitors as requested by the VSM.
- Liaising with the Education Officer to support educational visits and activities at No.1 Royal Crescent and assisting with room set up and clear up as directed by the VSM.
- Monitoring supplies of domestic cleaning materials, waste bags etc on your shift and escalating any issues to the VSM
- Putting refuse out for weekly collections and ensuring the waste collection area is kept tidy on your shift
- Logging any general maintenance or property issues observed in the BPT central log.
- Answering telephone and checking the No.1 Royal Crescent email as required.

In addition, the post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post.

PERSON SPECIFICATION

Essential:

Experience of working with volunteers or as a volunteer
 Experience of working with the public
 Numerate
 Trustworthy
 Cash handling experience

Highly desirable:

Demonstrable experience in a customer service role
 Experience of managing volunteers
 Experience of working within historic houses / museums
 Enthusiasm for history / 18th century

Working hours:

9am-6pm Saturday, 9am-6pm Sunday and 11am-6pm Monday (including one hour unpaid lunch break each working day) on alternate weekends.

Additional ad hoc shifts may be available during museum opening times (Tuesday to Sunday 9am to 6pm and Monday 11.00am to 6pm.) and for evening and special events so additional availability is welcomed.

Closing date for applications: 12pm on Friday 21 April 2017