

Job Description

Job Title	Duty Manager
Department	Visitor Services
Reporting to	Visitor Services Manager

Summary

The Duty Manager, who works as part of the Visitor Services team, ensures the safe and efficient day-to-day operation of the Museum so we deliver an exceptional visitor experience.

The Visitor Services team work cooperatively with all Museum departments, including Gallery and Front of House volunteers, to ensure the smooth running of the Museum.

Specifics

The Duty Manager is responsible for the opening up and closing down of the Museum. They are the key point of contact for all staff and volunteers on operational matters, problem solving to ensure any issues are resolved quickly and efficiently.

Operations

- As a key holder, undertake the daily procedures for the secure opening up and locking down of the Museum, ensuring the Museum is left locked and secure at the end of the day.
- Supervise and monitor the cleaning staff to ensure we maintain excellent standards of presentation and housekeeping.
- Ensure the Museum is set up and ready to be opened to the public by 10.00am each day.
- Ensure Health and Safety procedures for visitors, volunteers and staff are adhered to at all times.
- Be the responsible person during evacuation procedures and first aid situations, liaising with the emergency services and senior members of staff.
- Daily management of the Gallery and Front of House volunteers, including organising volunteer rotas, breaks, training and overseeing their general welfare.
- Be proactive in ensuring that the monthly Gallery and Front of House volunteer rota is maintained; contacting volunteers to cover cancellations when they occur.

Visitor Experience

- Ensure high standards of visitor experience are maintained throughout the day.
- Liaise with the Front of House team to control visitor flow throughout the Museum.
- Support the Retail team by processing ticket and retail purchases in an efficient and prompt manner when required.
- Support the Catering team during day and evening functions and events, including the setting up of equipment.
- Liaise with our Maintenance team to maintain the working condition of our exhibitions.
- Reboot exhibition displays as required, liaising with our external IT contractor to fix ongoing issues.
- Support the Education team in delivering our full and diverse education programme and other events and activities we provide, demonstrating a 'can do' approach, flexible in the type of support needed.
- Respond promptly and efficiently to any visitor, volunteer or staff enquiry, and effectively manage and problem solve issues which arise.
- Carry out any other tasks that may be assigned to you in line with this role.

Competencies

Must have a 'can do' attitude; an excellent team player who can face the daily challenges with a professional, competent and calm approach.

Essential

- Experience of providing excellent customer service to the general public
- Ability to use your own initiative, practical approach to problem solving
- Excellent team working skills
- Excellent verbal and written communication skills
- Good organisational skills, with the ability to multi-task and prioritise tasks
- Good attention to detail
- Working knowledge of Word and Outlook
- Willing to undertake any training as requested
- Flexible to work weekends, bank holidays and evenings according to a monthly rota

Desirable

- Previous experience of coordinating/supervising a team of volunteers
- First Aid qualification (must be prepared to undertake training)
- Working knowledge of Excel and Access packages
- Previous experience in a museum/heritage/tourist attraction