

AMERICAN MUSEUM IN BRITAIN

Title: Visitor Experience: Duty Manager

Department: Visitor Experience

Responsible to: Head of Visitor Experience

Responsible for: Leadership and management of Visitor Experience Assistants and Volunteers.

Contract: Permanent, part-time. Approx. 645 hours per annum

Shift Pattern: To be worked approximately 2 days from 7 on a rota basis (with additional Duty Manager).

Hours to be worked mid-March to end of October and end of November to mid-December. Hours and days may change depending on Museum visitation and other operational activity.

Regular weekends and Bank holidays. Occasional evening work for events.

Salary: £9.50 per hour

About the Role

The American Museum takes you on a journey through the history of America, from its early settlers to the twentieth century. With its remarkable collection of folk and decorative arts, the Museum shows the diverse and complex nature of American traditions. The only museum of Americana outside the United States, it was founded to bring American history and cultures to the people of Britain and Europe.

The Duty Manager is the main point of liaison for staff and volunteers on duty, ensuring the smooth running of the front-of-house operation, providing a warm welcome and great visitor experience to all visitors and supporters.

The Duty Manger also plays an important role in ensuring financial and other Key Performance Indicators are exceeded and will manage front of house staff and volunteers to ensure the Museum achieves its current and forward plans.

He/she will work closely with all Museum teams to ensure the security of the Museum building, gardens and collection objects/Museum assets during opening hours as well as undertaking other operational functions including key holding.

Main Duties of Role:

Visitor Experience:

- Ensure that a warm welcome is extended to all visitors, and the highest standards of visitor care are met
- Sell admission/event tickets and recruit to our membership scheme.
- Assist the Head of Visitor Experience in evaluating and responding to visitor feedback
- Ensure that visitors with access needs are offered appropriate resources
- Ensure that the Museums interpretation and signage is always clean, clear and to a high standard
- Set up facilities for workshops and special events and to act as point of liaison for events and programming with the Events Manager
- Welcome coach and other group parties

Key Performance Indicators (financial and other):

- Ensure the Museums financial Key Performance Indicators are achieved/exceeded eg. Gift Aid on Entry, Membership recruitment
- Ensure the Museums other Key Performance Indicators are achieved/exceeded eg. Visitor enjoyment rating, Health and Safety compliance

Security and Health and Safety:

- Ensure the security of the building and its contents.
- Prepare the Museum for opening and carry out close-down procedures at the end of the day
- Conduct regular inspections of the building and grounds, and address issues as they arise
- In the event of an emergency, manage, with others, the safe evacuation of the building
- Be the first point of contact in the event of an emergency, and respond to incidents in line with the Museum's Emergency Plan.
- Supervise visitors and contractors on site
- Ensure that policies and procedures, including those relating to health and safety, are continually observed
- Whilst on shift, to act as First Aid and Safeguarding officer

Staff and Volunteer Leadership

- Lead and manage the Museums Visitor Experience Assistants to ensure the Museum provides a warm welcome and great visitor experience to all visitors and supporters.
- Help provide training, coaching, and performance reviews for Visitor Experience Assistants
- Greet volunteers on arrival, carry out the daily briefing, and act as point of liaison for volunteers throughout the day.
- In the case of volunteer absence, to arrange essential cover
- As appropriate manage other Museum volunteers ie. work experience students

Other

- Attend Visitor Experience team meetings as required
- Maintain leaflet racks and on-site marketing
- Answer enquiries as necessary
- Liaise with and arranging access for film/TV production companies in conjunction with the Chief Curator as required.
- Be accountable for own development, attend training, and stay up-to-date with Museum policies and procedures
- Work within terms of contract of employment and adhere to the American Museum in Britain's Health and Safety policies and procedures.
- Undertake such other duties, consistent with the responsibilities of the post, as may be required from time to time.

Person Specification (E= Essential, D=Desirable)

Skills and abilities:

- Excellent customer service skills (E)
- Problem-solving skills and ability to deal effectively with issues as they arise (E)
- Excellent verbal and written communication skills (E)
- Ability to work effectively as part of a small team (E)
- Relevant IT skills: e.g. proficient user of Microsoft Office programmes, etc. (E)
- Experience of using EPOS till systems (D)

Knowledge and Experience:

- Experience of managing staff and volunteers (E)
- Experience of facilities management (D)
- Experience/ training in providing first aid (D)
- Experience/ training in emergency evacuation (D)

Personal attributes:

- Positive approach and drive to improve standards of visitor care (E)
- Enthusiasm for heritage and art collections and interest in the American Museum in Britain (D)
- Commitment to equalities and diversity and an understanding of how these relate to the role (E)

Please note that this post involves working with multi-use rooms and will involve lifting and carrying furniture.

The American Museum in Britain is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults, and expects all staff members to share this commitment. This post is subject to a DBS check, which will be carried out if your application is successful.

The American Museum in Britain is an equal opportunities employer.

To Apply

Please send an expression of interest letter, giving details of your interest in the position and outlining how you meet the person specification, by 20th April 2018, to jon.ducker@americanmuseum.org or by post to the American Museum in Britain, Claverton Manor, Bath BA2 7BD.

Interviews will be held on the 1st May 2018.

Revised April 2018