

Ref Number: 5530

Please ensure that you include the reference number on the front of your application form. Your application will not be considered unless it is printed clearly.

Position Applied for: Front of House and Volunteer Coordinator

Salary: £23,858 to £25,945 p.a.

Benefits include:

- **Generous annual leave entitlement**
 - **Staff Development Opportunities**
 - **Free use of College gym**
 - **Option to join a final salary pension scheme**
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Closing date: Sunday 24 November 2019

Interview date: Tuesday 3 December 2019

Equality of Opportunity

The college has a strong commitment to working towards the implementation of equality of opportunity in both service delivery and employment. The College's mission and strategic objectives directly support this aim. All employees are required to actively support the development, dissemination and implementation of this aim and related policies and programmes.

Safeguarding of Children and Vulnerable Adults

The College is committed to safeguarding and promotes the welfare of all learners and expects its staff to share this commitment. All posts in the College are subject to an Enhanced CRB check and barred person's list check.

This post meets the definition of Regulated Activity as prescribed by the Independent Safeguarding Authority.

Job Description for: **Front of House and Volunteer Coordinator**

Grade: **Scale 5**

Directorate: **Fashion and Textile Museum**

Reports to: **Operations Manager**

Nature of Employment: **Full-time, Permanent**

PURPOSE OF THE POST:

- To manage the Front of House visitor services at the Fashion and Textile Museum
- To support the smooth day to day running of the Museum
- To manage and coordinate the Museum's volunteer programme
- Act as Duty Manager including at weekends
- Deputise to the Operations Manager

MAIN DUTIES AND RESPONSIBILITIES:

The person appointed to this post will be required to work flexibly within a team environment.

The Museum operates over a 7-day week and is open to the public Tuesday to Sunday, 11am-6pm (Thurs until 8pm) during exhibitions.

The post holder will work 10am-6.15pm (8pm Thursdays), 5 days a week, Tuesday to Sunday. The demands of the Museum diary will require flexibility to ensure business needs are met, including working evenings and bank holidays as required.

The post holder will work closely with the Operations Manager, the Retail and Events Officer and the Security Guard to ensure the smooth day to day running of the Museum including the following responsibilities:

VISITOR SERVICES

- To ensure excellent customer service at all times, providing a professional and friendly visitor experience, including to telephone callers and website enquiries.
- Be the first point of call for all visitors, staff and volunteers at the Museum.
- Supervise the Front of House team consisting of casual Museum Assistants and Volunteers, leading by example and setting objectives, monitor performance and provide support and training.
- Coordinate daily events and produce daily rotas liaising with Retail and Events Officer and Security Guard to ensure the Museum runs smoothly day to day including holding the daily morning team meeting.
- Cover the Front of House tills, greeting visitors, selling tickets and answering the phones during lunch hours and as and when required.
- Cover the Museum shop, greeting visitors, selling items, visual merchandising and answering enquires as and when required.
- Cash up daily sales at the end of the day following cash handling and till procedures and ensure other staff and volunteers adhere to the museum cash handling guidelines.

- Be responsible for the efficient management, process and information of group bookings.
- Ensure the marketing materials are up to date, and that the reception areas are kept tidy at all times.
- Prepare rooms, equipment and administration for events, courses and workshops with the support of Security Guard and Museum team.
- Be prepared to assist the Retail and Events Officer or other areas of the business as required.

MUSEUM VOLUNTEERS

- Assess and meet the Museum's needs through the recruitment, placement and retention of volunteers.
- Raise staff awareness of the role and the function of volunteers.
- Organise rotas, manage inductions and training, monitoring, supporting and motivating the volunteer team.
- Be familiar with and keep up to date with legislation and policy related to volunteering and work with Operations Manager to make any necessary modifications to accommodate changes
- Maintain databases and undertake any other administrative duties including expenses.

INCOME TARGETS AND INFORMATION:

- Drive the Front to House Team to maximise revenue and invest in income and visitor targets.
- Create and maintain visitor figures and finance reporting on a weekly basis using Microsoft Excel.
- Drive Gift Aid, setting targets and creating claim reports.
- Work with the Press and Marketing Officer to develop ticket deals and promotions with preferred partners develop marketing strategies to promote them.
- Liaise with Press and Marketing Officer and website manager to ensure the museum website and printed marketing material is up to date.
- Ensure the Front of House processes comply with GDPR legislation.
- Manage data capture to provide accurate information and analysis of visitor numbers and feedback.

OPERATIONS:

- Support the Operations Manager in general administration including the maintenance of, and compliance with all College systems including security, buildings, maintenance and ICT.
- Manage change orders, petty cash and undertake the weekly banking with the support of the Operations manager.

- Order and manage stocks of stationery, workshop materials and check relevant invoices.
- Adhere to Health and Safety objectives at all times and report any H&S instances to the Operations Manager.
- Undertake other duties as may be reasonably required, commensurate with the level of the post.
- Support Head of Exhibitions and Head of Commercial and Operations as may be reasonably required

	Essential Criteria	Desirable Criteria
Qualification	<p>Degree qualification in a relevant discipline or demonstrably equivalent level of academic skills and/or work experience.</p> <p>GCSEs at A*- C including English and Maths or equivalent qualifications.</p>	<p>Formal qualification in museum studies or visitor services management.</p>
Experience and Knowledge	<p>Experience of visitor services management within a gallery or museum environment.</p> <p>Experience of working with volunteers.</p>	<p>Knowledge of fashion and textiles or other heritage/museum subjects.</p> <p>Experience of managing and recruiting volunteers.</p>
Skills	<p>Excellent organisational and time-keeping skills and ability to respond calmly and quickly under pressure.</p> <p>Well-developed computer skills and experience using Microsoft Office and create and maintain spreadsheets in Excel.</p> <p>The ability to lead by example and be part of a team.</p> <p>High level of verbal and written communication.</p>	<p>Ability to work in Photoshop, InDesign and Illustrator</p> <p>Awareness and understanding of Equality and diversity and social inclusion</p>
Aptitude	<p>Customer focussed, always considering the needs of the museum visitor first.</p> <p>Must be able to act on own initiative and be self-motivated.</p> <p>Must be a good team worker assertive and enthusiastic, diplomatic and polite.</p>	
Safeguarding	<p>Fully understands their role in the</p>	

Children, Young People and Vulnerable Adults	context of safeguarding children, young people and vulnerable adults Ability to form and maintain appropriate relationships and personal boundaries with children, young people and vulnerable adults	
Equal Opportunities		An understanding of Equal Opportunities

Please note: Prior to confirming an appointment to the College, individuals are asked to complete a medical questionnaire in order that the College's Medical Health Contractor can ascertain their medical fitness for the post.