

<b>Designation:</b>	<b>Front of House Manager</b>
<b>Grade:</b>	<b>Stroud Grade 3</b>
<b>Hours:</b>	<b>21.5 hours per week</b> Including weekends (shift patterns will be adjusted to take into account the Museum's opening hours). Refer to attached schedule for details.
<b>Location:</b>	<b>Museum in the Park, Stratford Park, Stroud</b>
<b>Job Purpose:</b>	To manage, develop and deliver high quality visitor services that are customer focussed and income generating.  Increase public use and awareness of the service and to maximise usage and customer satisfaction.  To support the development of opportunities for income generation with the purpose of enhancing visitor services.  To be the person in charge of the Museum in the Park premises whilst on duty.
<b>Responsible to:</b>	<b>Museum Development Manager</b>
<b>Responsible for:</b>	<b>Direct management responsibility for:</b> <ul style="list-style-type: none"> <li>• <b>(4x) Visitor Assistants (permanent)</b></li> <li>• <b>Casual staff, incl. Casual Duty Managers</b></li> <li>• <b>Volunteers</b></li> </ul>
<b>Indirect responsibility for:</b>	<b>All staff, contractors and premises hirers when acting as Duty Manager</b>

## KEY DUTIES

- To deliver and manage high quality visitor and commercial services (front of house operations, bookings & event supervision/ administration and income generation) whilst on duty.
- To act as a duty manager and carry out front-of-house, marketing (including digital) and audience research/ evaluation activities duties.
- To maintain the highest possible standards of health & safety, security (visitors, staff, premises & collections), housekeeping and facilities management at the Museum in the Park.
- To be the customers first point of contact for all museum related enquiries.
- Ensure that visitor services are in line with local, regional & national performance standards and current agendas including the Museums Association's Code of Ethics, Arts Council England plans Accreditation and Inspiring Learning for All Framework.
- To manage and co-ordinate volunteers, including recruitment and retention.
- Manage the induction and training for all front of house staff and all volunteers.
- With a focus on visitor services support other Officers in the delivery of the public

programme (events & exhibitions).

- To be customer focussed and strive for the widest possible access to the service
- To develop and deliver visitor services to maximise usage and customer satisfaction whilst ensuring that resources are efficiently managed.
- Act as key-holder for the Museum in the Park premises

Work subject to deadlines involving changing problems, circumstances or demand.

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Excellent communication skills both verbal and written
- Excellent customer care skills
- Manage conflicting customer expectations
- Experience in retail and commercial activities
- The ability to understand and implement wide-ranging museum systems and procedures
- Experience of management, recruitment and training of either paid staff or volunteers
- Experience of budgets, cash handling and operating financial systems and procedures
- Experience of working with the public
- Experience of applicable health & safety
- Good administrative skills
- IT Literate
- Ability to manage own time and workload and the time and workload of others

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

## COMPLEXITY AND CREATIVITY

- Solve problems and find creative solutions.
- Meeting and managing often conflicting public expectations.
- Flexibility and adaptability in dealing with the day to day demands.
- In consultation with the Museum Manager manage and develop customer service standards.
- Generate innovative and imaginative ideas that link visitor services with the collections/ museum 'offer' and which are deemed a positive difference and welcomed by the customer
- Able to 'sell' products, services, ideas and concepts to people.
- To maintain positive working relationships with SDC colleagues, the Cowle Trust, contractors, actual and potential customers and users, voluntary organisations.
- Continually seek and implement solutions to visitor services issues and ensure that these are communicated to colleagues.
- Assist your manager in ensuring that a positive team ethos is engendered and maintained. Be a positive team member

Work requires the exercise of creativity within the general framework of recognised procedures.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to line manager

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

- Members of the public
- Members of the Council
- Members and staff of other local authorities / partner agencies
- Suppliers and contractors

Contact required in respect of service delivery issues which may not be straightforward and that require the provision of advice and guidance and/or the initiation of action.

## RESOURCES

Responsible for the proper use and safekeeping of equipment and for the accurate handling and security of small sums of cash and cheques.

## TRAVEL DESIGNATION

You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy.

## GENERAL

- To work with communities sometimes outside normal office hours.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.

- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

## MISCELLANEOUS

- Enhanced DBS check required
- All museum staff are expected to dress appropriately for a public facing service and their role. Generally this is smart but not formal and includes trousers or skirt and appropriate footwear. Staff are required to wear the badge provided.

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*