

## Job Description

<b>Job Title</b>	<b>Duty Manager</b>
<b>Responsible to</b>	Museum Officer
<b>Responsible for</b>	Not applicable
<b>Remuneration</b>	£10.50 per hour.
<b>Hours</b>	Variable Minimum of 24 hours per month worked: Feb-Oct alternate weekends Nov-Jan flexible weekdays and occasional weekends Will include some Bank Holidays
<b>Location</b>	Powell-Cotton Museum, Quex House and Gardens, Quex Park, Birchington, Kent. CT7 0BH
<b>Contract</b>	Permanent, 24 hrs per month

## About Us

The Powell-Cotton Trust is an independent charitable trust (reg no 1167318) which runs the Powell-Cotton Museum, Quex House and Gardens in Birchington.

The Powell-Cotton Museum is undertaking a programme of 'Reimagining' and central to this is that "People Matter". We are changing both the way we work and the way we tell stories to bring our organisation in line with the changing museums and charity industry standards. It is time to think differently and creatively about the museum 'experience' for those who work, volunteer, and visit with us.

For clarification as an organisation, we use the terms 'The Museum' or 'The Powell-Cotton Museum' to refer to the business activities of The Powell-Cotton Museum, Quex House and Quex Gardens.

## Job Purpose

As a 'Duty Manager' you will be joining us on a journey of transformational change both in our buildings and our activities. This will include assisting the delivery of our events and educational program both on and off-site, promotional activity such as leafleting and ambassadorship in the community, as well as leading a team to deliver an excellent visitor experience. The role includes keyholder, financial, security and H&S responsibilities. We recognise the unique value and experience that each member of our museum team brings

and have a real commitment to equity. In this general role there are many possibilities and opportunities.

We are looking for a person who has strong communication and interpersonal skills and the confidence to talk to a wide variety of people in a positive and engaging way. You will be adaptable and will be able to lead a team as part of day-to-day activities, projects, or events. Experience in operating and problem-solving a till system and handling cash is essential. You will have the confidence to encourage and praise your colleagues, inspiring them to provide a great visitor experience. Your actions and behaviours will inspire trust and ambition in your team. Enthusiasm to get stuck in, and to learn new skills is welcomed.

## Role Specific Activities

### **Duty Manager**

1. Act as a keyholder to ensure the security of the building.
2. Take charge of the monitoring and management of hazards to ensure the safety of visitors and colleagues.
3. Take charge in an emergency including leading an evacuation of building, communicating with the alarm receiving centre and emergency services, and making sure all staff and visitors are accounted for.
4. Make sure all procedures are followed in terms of financial management including cash and credit card transactions and data handling, preparing cash floats and accurate cash-up at the end of the day, as well as authorising refunds and discounts.
5. Ensure prompt and professional customer service delivery in high-pressure situations.
6. Ensure both site and employee presentation standards are met.

### **Museum Activities**

7. Help us to deliver a world-class visitor experience that is inclusive for everyone by giving excellent customer service and being proactive in engaging with our visitors.
8. Take part in guided tours, workshops and events, retail and marketing activities.
9. Carry out surveys with visitors to find out what we can do to improve our offer and their experience when on site.
10. Ensure the safety and wellbeing of all visitors to the Powell-Cotton Museum by using our Health and Safety policy.
11. Assist with regular cleaning and maintenance of the buildings and grounds, ensuring the site maintains a high standard of hygiene and presentation.
12. Present yourself well in how you dress, what you say and what you do.

## General Responsibilities

13. Engage in internal communications and management systems (including online) to feed into a positive and supportive working culture.
14. Take personal responsibility to demonstrate the Powell-Cotton Trust brand of inclusivity, curiosity, and equality. Every employee is an ambassador in the community for the organisation.
15. Ensure compliance with all Powell-Cotton Museum, Quex House and Gardens policies.
16. Undertake appropriate training and development as available and determined with your line manager.
17. Attend team meetings as required.
18. Undertake any other duties or responsibilities that may need to be allocated from time to time to ensure the efficiency of the Charity.

A probationary 6<sup>th</sup> month review period applies for all new staff.

## Person Specification: Duty Manager

Shortlisting and selection will be based on the criteria set out here. Do make sure that your application fully demonstrates how you satisfy the points listed, drawing on your personal and work experience, education and training. We encourage you to mention all your experience, knowledge and skills on your application; remember that many skills from other areas of your life are transferable and relevant.

<b>Qualities</b>	<b>Criteria:</b> Essential (E) Desirable (D)	<b>Identified by:</b> Application (A), Interview (I)
<b>Knowledge</b>		
An understanding and awareness of museums and how they collaborate with different community groups locally, nationally and across the world	D	A,I
A good understanding and commitment to Health and Safety standards and requirements	E	A,I
<b>Abilities and Skills</b>		
Excellent communication and interpersonal skills, and confidence in communicating with a wide range of people	E	A,I
Highly adaptable and open to change in a dynamic workplace environment	E	A,I
Skilled to work with computer-based programs such as Word, MS, Excel, Outlook, TEAMS, social media platforms	E	A,I
Self-motivation, commitment and enthusiasm and the ability to work calmly under pressure	E	A,I
Decisive and confident approach to problem-solving	E	A,I
Ability to work in a gardens setting and able to undertake manual work related to grounds maintenance	D	A,I
<b>Experience</b>		
Previous experience of working in a customer-facing role	E	A,I
Experience of cash management, till systems and administrative record keeping	E	A,I
Proven supervisory experience	E	A,I

Experience of implementing security and H&S procedures	E	A,I
Working with children and an awareness of special educational needs in both children and adults	D	A,I
<b>Qualifications</b>		
Supervisory level qualification in Health and Safety such as 'IOSH Managing Safely'	D	A
First Aid at Work qualification	D	A
GCSE grade C or above in Mathematics and English	E	A
<b>Other</b>		
A commitment to treating people as equals	E	I
Demonstrates an open attitude and excellent work ethic	E	I
Ability to work flexible and variable hours including weekends, evenings and bank holidays	E	A,I
Ability and willingness to travel to and work at different locations of work, ie schools or events	E	A,I
This job requires a level of fitness which allows for manual handling, standing and walking for long periods.	E	I