

Job Description

Job Title	Duty Manager
Responsible to	Museum Officer
Responsible for	Not applicable
Remuneration	£12.54 per hour.
Hours	Variable Minimum of 45 hours per month worked: Feb-Oct alternate weekends and Fridays Nov-Jan flexible weekdays and occasional weekends Will include some Bank Holidays
Location	Powell-Cotton Museum, Quex House and Gardens, Quex Park, Birchington, Kent. CT7 0BH
Contract	Permanent, 45 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, Kent.

The Powell-Cotton Trust has a broad and diverse collection, built up by the Powell-Cotton family and their associates, largely between 1890-1940. Today the collection includes 6,000 mammal specimens, 20,000 ethnographic objects, 8,000 archaeological objects, firearms, fine art and furniture and an extensive library and archive including documents, photographs and film.

The Trust also has responsibility for the care of Quex House, the Powell-Cotton family home, a Georgian manor with extensive Edwardian alterations.

Quex Gardens have a long history and provide a good range of horticultural interest including specimen parkland trees, a woodland walk, herbaceous and rose borders, shrub beds and a sunken pond area with formal bedding. The Gardens are undergoing an ongoing restoration program and the focus is a large scale refurbishment of a Victorian walled garden with its associated glasshouses and kitchen garden planting.

Vision

We will be an inclusive, engaging and collaborative centre of excellence enabling exploration of our world class collections and garden to deliver lifelong learning, research and social impact, locally, nationally and internationally.

Job Purpose

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.
7. Provide first aid treatment when required.

Museum Activities

8. 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.
9. Take part in guided tours, workshops and events, retail and marketing activities when required.
10. Carry out surveys with visitors to find out what we can do to improve our offer and their experience when on site.
11. Ensure the safety and wellbeing of all visitors to the Powell-Cotton Museum by using our Health and Safety policy.
12. Assist with regular cleaning and maintenance of the buildings and grounds, ensuring the site maintains a high standard of hygiene and presentation.
13. Present yourself well in how you dress, what you say and what you do.

General Responsibilities

- Actively participate in the wider life of the Powell-Cotton Museum, Quex House and Gardens contributing to inter-disciplinary teamwork, projects and good internal communication.
- Develop and promote equal opportunities in service delivery as well as employment and procurement practices, ensuring the service reflects and provides for the community.
- Promote the Powell-Cotton Museum, Quex House and Gardens, its values and its services.
- Ensure compliance with all Powell-Cotton Museum, Quex House and Gardens policies.
- Undertake appropriate training as available and determined with your Line Manager.
- Work flexible and variable hours including some weekends and evenings to support the delivery of your role.
- This role will occasionally require travel to networking and promotional events, therefore we do require you to be happy to do this either by personal vehicle or public transport.
- Undertake other duties as requested by your Line Manager.

A probationary 6th month review period applies for all new staff.

How To Apply

To apply, email your CV and a covering letter outlining your interest and suitability in this role to Sarah Corn, CEO, on sarah.corn@powell-cottontrust.org by Friday 28th February 2025, 12 noon.

Interviews will be held on Monday 10th March 2025.

The Powell-Cotton Museum, Quex House and Gardens is an Equal Opportunity Employer. We are committed to treating all applicants and employees fairly and equally regardless of race or colour, nationality or national or ethnic origin, religion or religious belief, political belief, parental or marital status, class or social background, sex or sexual orientation, disability, or age.

We would like to encourage you to suggest ways we can make this role more accessible to you through the application and interview process.

We are an accredited Living Wage Employer.



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.

Qualities	Criteria: Essential (E) Desirable (D)	Identified by: Application (A), Interview (I)
Knowledge		
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
Abilities and Skills		
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
Experience		
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
Qualifications		
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
Other		
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