

## **Job Advert: Duty Manager**

*Powell-Cotton Museum, Quex House & Gardens*

The Powell-Cotton Museum, set within the historic Quex House & Gardens, is seeking a dedicated Duty Manager to oversee daily operations, ensuring the safety, security, and satisfaction of visitors and staff. Key responsibilities include acting as a keyholder, managing hazards, leading emergency responses, handling financial transactions, and delivering excellent customer service. The role also involves supporting events, guiding tours, assisting with retail and marketing, conducting visitor surveys, and maintaining high site presentation standards. First aid provision and occasional travel for promotional activities are also required.

We are looking for an organised, confident, and proactive individual with strong communication skills and a passion for heritage and visitor engagement. The successful candidate will be comfortable working under pressure, handling operational challenges, and ensuring compliance with organisational policies. Flexibility is essential, as the role requires regular weekend and bank holiday work.

**Contract:** 45 hours per month, full year, permanent.

Our current open days are Friday – Sunday and bank holidays from February half term to the end of October half term. In the open season your working days will be on open days, in a rota agreed with your Duty Manager colleague and your line manager. In the closed season, working days will be agreed in advance according to a rota and will be a mix of weekdays and weekends depending on operational requirements.

**How to Apply:** Submit your CV and cover letter explaining how your skills meet the job description and person specification. The cover letter should be no longer than one sheet of A4. Please send to Sarah Corn, CEO Powell-Cotton Museum: [sarah.corn@powell-cottonmuseum.org](mailto:sarah.corn@powell-cottonmuseum.org).

**Application Deadline:** Friday 28<sup>th</sup> February, 12 noon.

**Training:** A Professional Development Plan will be agreed with the Visitor Experience Officer. This will include training, mentoring and new professional opportunities.

**Start/end date:** This post is permanent. A six-month probationary review period applies for all new staff.

**Closing Date for Application:** Friday 28<sup>th</sup> February, 12 noon.

**Interview Date:** Monday 10<sup>th</sup> March.

**Interview type:** Interviews will be in person where possible. We offer reasonable adjustments as required.

The interview will include a traditional question style, and a walk and talk where you will meet other colleagues.

Reasonable interview expenses will be paid.

If you are selected for interview the questions, and your presentation theme will be sent out in advance.

**Sponsorship:** The Powell-Cotton Trust does not have a sponsorship licence. Applicants will need to demonstrate they have the right to work in the UK.