



BATH PRESERVATION TRUST

Job Description

Post: Front of House Manager, No. 1 Royal Crescent (with some support for Beckford's Tower)

Terms: Full-time, 5 days a week (35 hours)

This role will require regular weekend/bank holiday and on-call working.

The salary for this role is £24,000 per annum.

Annual leave (inclusive on bank holiday entitlement) 34 days

Reporting to: Director of BPT Museums

Purpose of role: To manage all aspects of the museum front of house operations including administration, bookings, retail and team management to ensure the smooth running of the museum and shops at all times for the visitors (including paying day visitors, groups, events, school visits and special tours etc.) To manage delivery of the event programme for No. 1 Royal Crescent.

The main activities of the role are described below. This is not intended to be an exhaustive list of duties but a guide to the main priorities. The post holder may be required to undertake other duties and responsibilities compatible with the overall scope of the post. They are expected to use their judgement about priorities within the overall purpose of the role, and to look for and respond to opportunities for visitor growth.

Key responsibilities

Museum management

- Responsibility for the day to day smooth running of the museum, including acting as a primary key holder, opening, closing, daily maintenance issues that don't require the Facilities Manager such as cleaning and waste management, and dealing with visitor queries and complaints as necessary
- Escalate issues to the Facilities Manager and Director of Museums as required
- Line manage the Museum Assistants and provide support and training as required, including health and safety

- Manage communications to museum team to ensure all are aware of relevant information, including the social calendar events, including Museum Assistants and volunteers (as applicable)
- Organise the museum rotas and cover the museum (including Beckford's Tower) and shop floor as needed to ensure the museum is open according to the timetable. Ensure rotas are fully covered, which includes the requirement to cover shifts yourself if no cover is available
- Manage and monitor annual leave of Museum Assistants as applicable ensuring cover is organised to ensure rota is fully covered
- Provide accurate and timely information to payroll regarding hours worked by Museum Assistants to ensure they are paid correctly and on time for additional shifts
- On the day responsibility for ensuring that health and safety, first aid, accident logging and finance procedures are followed
- Actively responding to alarm call outs in line with our security procedures, including out of hours response
- Answering the telephone and dealing with written and email enquiries promptly and with excellent customer service
- Maintain adequate supplies of office and cleaning materials used in the day to day running of the museum

Events, Groups and Tours

- Taking group bookings, ensuring their delivery and maintaining appropriate records of bookings, including Beckford's Tower. Raising invoices were necessary in line with BPT finance procedures.
- Administering group visits and supporting out of hours tours and other special events, including participation in City Festivals as appropriate, bringing in Museum Assistants to help where needed to ensure appropriate cover
- Promotion of new activity and management of ticket sales via online system Merlin, including responding to visitor enquiries.
- Working with partner groups and the museum staff team to deliver a programme of activity, including current and new partners as appropriate
- Liaising with BPT colleagues to support and staff press visits, special tours and access for film/TV production companies as applicable
- Maintaining the diary of public spaces at the museum
- Liaising with the Learning and Curatorial teams to support educational visits, exhibitions and other activities at the museum

Finance

- Monitor spend in line with delegated budgets with the support of the Director of Museums
- Ensure best practice in relation to taking admission payments and shop sales
- Act as key contact for management of till and card machine services

Retail Management

- Maintain stock levels, undertaking accurate stock management on the system, raising purchase orders, checking deliveries and invoices against purchase orders and raising invoices where necessary in line with BPT finance processes

- Ensure good visual merchandising and point of sale in the various retail lines, and implement improvements accordingly
- Undertake annual stock-takes, record breakages and staff transactions
- Enable retail sales at events
- Use the EPoS stock management information system to run reports as needed
- Support Museum Assistants and providing training to encourage sales performance, enable up-selling, enhance product knowledge and ensure retail good practice

General

- Attend staff meetings and ensure all staff are aware of museum and shop updates
- Respond to any alarms, security issues or health and safety problems with the support of Museum Assistants at all sites and the Facilities Manager

Job Specification:

Qualifications - Essential

- Degree level or equivalent experience in a customer facing management role
- Training in Customer Service

Skills - Essential

- Planning, organisation and administration
- Good communication, interpersonal and team work
- Working at pace and being decisive, prioritising work and activity as required
- Strong demonstrable numeracy and literacy including written responses to customers
- Excellent IT with a demonstrable ability to use Excel spreadsheets to monitor budgets, complete finance procedures including Purchase Orders and Invoices, as well as produce and monitor rotas, recording all hours worked by the team
- People Management and Training
- Customer service and complaint handling

Skills - Desirable

- Interest in professional techniques and approaches regarding customer service

Experience - Essential

- Managing staff, including rotas and communications
- Managing rotas
- Training staff
- Working with the public in a customer service role
- Operating EPoS systems
- Managing and monitoring of budgets
- Use of MS Office packages

Experience - Desirable

- Working in an accredited museum or heritage setting

Terms and conditions

- Some physical elements including cleaning of spaces and lifting and carrying of items
- Weekend and evening working will be required
- Some lone working

- The post is a core operating role and self-supporting within a small organisation. Flexibility, the ability to communicate at all levels, to work as part of a team, and a 'can-do' attitude with a 'show not tell' style will be necessary.