



Front of House Supervisor Job Description

Hours: Saturday, Tuesday, Wednesday and Thursday 9.30am-3pm
4x five hour days with ½ hour lunch break

Start: 18th May 2021

End date: 30th September 2021

Salary: £10 per hour

Pension: As per statutory government requirements

Reporting to Museum Manager

1. Main purpose of job:

- Welcome visitors to the Museum of Carpet
- Keep the Museum shop stocked and looking attractive
- Respond to enquiries
- Work with Museum volunteers returning after the Covid-19 lock down
- Ensure visitors and volunteers are aware of the Covid-19 advice to minimise risk of infection

2. Duties

Responsibility	Details
Key holder	Open and close the museum in the absence of the museum manager
Museum galleries	Set up and close down the Museum ensuring all exhibits are displayed correctly and interactives are working. In line with government advice, sanitise areas of the Museum that are touched by visitors at the end of each day to ensure risk of covid-19 infection is minimised.
Retail	Ensure shop is fully stocked and displayed attractively Manage shop volunteers
Visitor services	Deliver high quality, visitor centred offer Manage front of house volunteers
Sales	Manage till transactions
Volunteer rotas	Ensure volunteers feel safe returning to their roles and create new rotas
Respond to visitor enquiries	Answer telephone and respond to general enquiries by email
Events & activity support	Additional support for events & activities, including setting up rooms and moving furniture. Devise children's trails and activities for the school holidays
Public areas	Ensure public areas of the Museum are tidy and safe.

Other Duties

- To undertake any training and professional development required by this post.
- To ensure all duties and activities are undertaken in compliance with policies adopted by the Museum of Carpet.
- Any other duties as required.

Person Specification**Qualifications and Training:**

The applicant should have:

- An interest and enthusiasm for working in a museum environment
- A higher or further education qualification in a related subject
- At least a Grade C or Level 5 GCSE in English and Maths

Experience/Knowledge

The applicant should have:

- Some retail experience
- Customer care experience
- Ability to manage cash and till operations
- Experience of working with volunteers

Skills and Abilities:

The applicant should have:

- The ability to work effectively with members of the public
- The ability to work effectively with volunteers
- The ability to move furniture for events and room bookings
- Good team worker
- Also able to work under own initiative
- Attention to detail
- Good IT skills