



Duty Manager (Weekends)

Candidate Information Pack

Updated January 2024



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Introduction

We are looking for a proactive, enthusiastic and energetic Duty Manager to join our small team at the London Museum of Water & Steam. The successful candidate will be responsible for the day to day running of the Museum while we are open on the to the public on weekends. You'll be opening up the Museum and the site, keeping it secure, managing the volunteers, helping our visitors and keeping them safe, and locking up at the end of the day. This person is pivotal to the successful running of the Museum, making sure everyone enjoys their visit.

Hannah Harte
Museum Director

About the London Museum of Water & Steam

The London Museum of Water & Steam is an outstanding independent Museum based in an historic site, a Georgian water pumping station in Brentford, West London. We tell the story of a city's mission for clean water and the innovative steam pumping methods used to distribute it to millions.

The site was saved from demolition by volunteers in the 1970s. We are home to a unique collection which tells the story of water from Thames to tap, including some of the largest pumping engines in the world. The pumping station has been an important part of West London since 1838 and this continues today.

We're a Museum with ambition. We can have big impact on some of the most important issues today. We are centred on water, a critical commodity that needs our voice, and energy, and the future of energy is a current conundrum that the whole planet needs to solve. In this context, we want to broaden our historical stories, anchoring them in the present and demonstrating their relevance to the future. We make our history accessible to a wide range of people from families with small children to specialist enthusiasts and everyone in between, inviting them to join our community and share our story. Our Museum is special and we want to spread the word. We want to extend our reach, engaging with more people and more diverse groups and preserve our Museum and site for future generations.

We are still a majority volunteer organisation with over 50 volunteers and just 12 staff members who look after 24,500 visitors per year, including over 4500 primary school pupils.

The Museum is a charity and a membership organisation with an energetic and enthusiastic team of trustees leading the way.

The Team

The London Museum of Water & Steam is a small, focused team. The role reports to the Front of House Officer, and the successful candidate will also work closely with the Front of House

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Volunteer members of the team, the Finance & Development Lead, the Marketing & Events Officer, The Site & Collections Lead, and the Engagement & Interpretation Officer.

The wider team is assisted by freelance team members supporting funded projects and our learning offer. The part time staff team works alongside a dedicated team of over 50 volunteers and liaises closely with our Museum Trustees.

The Museum's Collections

The Museum is home to the world's largest collection of stationary steam engines, including four rotative and five Cornish Beam engines. We also have a steam fire engine, a waterworks railway with two locomotives and an archive.

We want to look after our collections and inspire our visitors and community with their ingenuity and relevance today. We want to help people access the collections and connect them to their own lives in a way that helps to achieve positive impact for people and the planet. We want to work with our volunteers to enable the archive to be accessible and inform our interpretation and the stories we share in a deeper way. We're maintaining the running of our engines, in the most sustainable way possible so we can continue to share them with all our audiences and stakeholders.

Responsibilities

The main focus of the Duty Manager (Weekends) role is to:

- Be responsible on the day for the safety and security of the site, including being a key holder.
- Deliver excellent customer service for visitors.
- On the day supervision of front of house volunteers, additional volunteers and cleaner.
- On the day supervision of the till points.
- Being the responsible front of house person on site.
- Maintaining the appearance of all areas of the Museum.
- Showing contractors around the site as needed.

Breakdown of responsibilities

Front of house management (45%)

- Providing a first-class welcome for our visitors and communities, going the extra mile to offer an amazing visit.
- Deliver amazing customer service, being the lead representative of the Museum.
- Managing the ticketing, retail sales and booking system on the tills.
- Facilitate the smooth running of events; e.g. children's parties, group visits, etc.
- Updating the duty manager report at the end of each day, reporting any issues that arise.
- Receiving deliveries as needed.

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- Managing visitor photo permissions as needed.
- Dealing with visitor queries and issues.
- Dealing with Museum tenant queries as needed.
- Positively promote the London Museum of Water & Steam and our core values.
- Be a proactive problem solver, willing to go the extra mile.

Volunteer management (30%)

- Support volunteer team on the day, answering questions and managing team members.
- Covering Front of House Volunteer breaks.
- If there is insufficient volunteer cover, covering front of house; operating the till and welcoming visitors.
- Induction show round of new volunteers as needed.

Site management, safety and security (25%)

- Being a key holder and responsible for opening and closing the Museum, including setting the alarms.
- Maintain the appearance of the site, both inside and out.
- Maintain the appearance of the shop area, interactive and gallery spaces.
- Management of car park.
- Take the lead in the case of emergency.
- Set up areas of the Museum for the days, such as activities, interactives, lights and signs.
- Play a role in ensuring the sustainability of the Museum.
- Any other daily duties which are relevant to the role.

Team Contribution and Culture

The role is part of a small team who lead the operation and development of the Museum in association with our Volunteers and Trustees. In this respect you will be expected to:

- Work alongside and support colleagues to achieve the Museum's vision, values and objectives.
- Ensure the Museum adopts an audience-focused and socially and culturally inclusive approach to its work.
- Promote equality of opportunity in the delivery of services.
- Contribute to a positive, forward-looking, and result orientated organisational culture.

Person specification

We are looking for proactive, enthusiastic and energetic person who brings with them:

- A love of working with visitors, communities and families, preferably in a Heritage or Museum setting.
- A sense of responsibility, someone who is trustworthy and reliable.
- Outstanding communication and presentation skills.

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- An ability to work independently.
- Great interpersonal, motivation and some leadership skills.
- Excellent listening skills and approachable nature.
- Responds positively to change and new challenges.
- A keen team player, happy to work and learn alongside a team.
- Excellent organisational and time management skills.
- Good humour, enthusiasm and emotional intelligence.
- A love of collections and the heritage environment and the ability to represent the Museum as an ambassador.

Terms of appointment

This is a part-time post: 16 hours (2 days) per month on a rota basis, with the possibility of more hours added as needed and in consultation with the candidate. This is an on-site role.

Salary: we are a London Living Wage employer and the hourly rate is £13.15 (equivalent to £25,643 pro rata annually)

The successful candidate will be engaged as an employee and receive a pension contribution, holiday pay and other benefits.

How to apply

To apply, please submit a **CV and covering letter** succinctly outlining your experience and skills to the Front of House Officer at museum@waterandsteam.org.uk. Please ensure that your covering letter fully addresses the appointment criteria in the person specification.

We are an equal opportunities employer and if you have any accessibility needs please get in touch so we can make adjustments to the recruitment process.

Closing date: 5pm, Wednesday, 21st February 2024

Interviews will take place on Thursday, 29th February 2024

If you have any queries on any aspect of the appointment process, need additional information, or wish to have an informal discussion, please contact: the Front of House Officer, at museum@waterandsteam.org.uk