



Duty Manager (inc weekends)

Candidate Information Pack

Updated September 2026



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Introduction

We are looking for a warm, proactive and dependable Duty Manager to join the team at the London Museum of Water & Steam.

We're a small team who care a great deal about what we do. We work hard, look out for each other and take real pride in being part of a Museum that is doing something ambitious and worthwhile. Our Duty Managers are an important part of that team, taking responsibility for the Museum on open days, including at weekends, and helping to make sure every visitor has a great day with us.

This is an active, hands-on role for someone who enjoys people, likes being involved and takes pride in making things work well. You'll welcome and engage with visitors, support our volunteers, keep an eye on what is happening across the Museum and deal with things as they arise.

We're looking for someone who notices what needs doing, takes responsibility and is comfortable using their initiative and judgement. You won't be expected to know the answer to everything, but you will need to know when to act and when to ask for help.

For the right person, this is a chance to become a trusted part of a friendly and committed team and play an important part in making the Museum a welcoming and enjoyable place to visit.

Hannah Harte
Museum Director

About the London Museum of Water & Steam

The London Museum of Water & Steam is an independent museum and a charity based at a historic 19th-century water pumping station in West London. We care for one of the most important collections of industrial heritage of its kind anywhere in the world, and we are actively using it to shape a bold, public and forward-looking future.

Our site holds the largest working collection of Cornish steam engines, many of which still run in the buildings where they were first installed. This is a place where history is not silent or still. When our engines run, visitors can feel the power and ingenuity that once transformed London. Our story is about how a city faced one of its greatest public health challenges: bringing clean water to millions of people at a time of hardship and disease. Through bold engineering, experimentation and determination, water was pumped from the Thames at Kew and carried across the capital, changing health, daily life and the shape of the city forever.

Opened to the public by volunteers in the 1970s, the Museum is still powered by people and our story is one that can speak to the modern world with urgency and relevance. Today, we welcome around 30,000 visitors each year, families, school groups, engineers, enthusiasts and local communities, who come to explore, learn and be surprised.

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Right now, the Museum is in a period of real momentum. We are developing ambitious projects, growing our audiences, and investing in how we tell our stories and use our site. We are working at a scale that reflects the importance of our collection and the relevance of our themes, and we are doing this openly and confidently with bodies like the NLHF and Arts Council.

As questions around water, energy and environmental sustainability become ever more urgent, our collections give us a powerful way to talk about change. We are linking past innovation to present-day challenges, and asking what the same spirit of ingenuity can offer the future. Our aim is to be a place that stays with people: welcoming, relevant and confident in its voice. A place where visitors experience working heritage at full scale, understand how the past has shaped modern life, and leave inspired to think differently about water, energy and sustainability.

The Team

The London Museum of Water & Steam has a small staff team, with people working closely together across different areas of the Museum. This role reports to the **Front of House Officer** and works with colleagues across the Museum to ensure the smooth day-to-day operation of the site.

Duty Managers work primarily at weekends and may be the only paid member of staff on site during their shift. They therefore work independently while maintaining close links with the wider Museum team. On the day, they provide direction and support to the Museum's volunteers, who play a vital role in welcoming visitors and delivering the Museum's activities, and liaise with the café team, cleaner and others working on site as required.

The Museum has a dedicated group of more than 80 volunteers and also works with freelance team members who support funded projects and our learning offer. The staff team also works closely with the Museum's Trustees, who are actively involved in supporting the organisation.

The Museum offices are also shared with a resident cat, who is a regular presence in the working environment.

The Museum's Collections

The Museum is home to the world's largest collection of stationary steam engines, including four rotative engines and five Cornish Beam engines. We also care for a steam fire engine, a waterworks railway with two locomotives, and a substantial archive. These are powerful, beautiful machines with real presence and personality. Built to solve urgent problems, they are both functional and finely made, and they still command attention when they run. They sit at the heart of the Museum and shape the experience of the site in a very direct, physical way.

We care for our collections so that people can encounter them as living heritage, not just objects from the past. We want visitors and our local community to be inspired by their ingenuity and to

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understand their relevance today. We aim to help people connect the stories of the collections to their own lives, in ways that support positive impact for people and the planet.

We work closely with our volunteers to keep the engines running, to make the archive more accessible, and to deepen the interpretation and stories we share. We are committed to maintaining and operating our engines in the most sustainable way possible, so we can continue to share them widely and responsibly with all our audiences and stakeholders.

Key Responsibilities

The Duty Manager takes responsibility for the day-to-day operation of the Museum during their shift, ensuring that it is safe, secure, welcoming and well run.

This is an active, visitor-facing role. The Duty Manager provides the lead presence on site and is expected to remain visible and accessible, prioritising their time and attention where it is most needed. They are responsible for delivering an excellent visitor experience, supporting and directing volunteers and maintaining oversight of the Museum throughout the day.

The role requires someone who is proactive and attentive: able to notice what needs doing, use initiative and good judgement, deal with problems as they arise and seek help when appropriate.

Customer service

- Act as the Museum's lead representative on site, providing a warm, welcoming and professional presence for visitors.
- Deliver excellent customer service, being visible and approachable around the Museum, actively engaging with visitors and ensuring they are kept informed about what is happening and available during their visit.
- Respond confidently and courteously to visitor enquiries, feedback and complaints, taking ownership of problems and seeking to resolve them wherever reasonably possible.
- Support the successful delivery of events, children's parties, group visits and other visitor activities taking place during the shift.

Front of house management

- Oversee the day-to-day Front of House operation, including admissions, ticket and shop sales, bookings and till systems, providing practical support and cover as required.
- Maintain an active and visible presence across Front of House and visitor areas throughout the day, regularly checking that they are operating effectively and prioritising support where visitors and volunteers need it.
- Maintain high standards of presentation across Front of House, galleries and other visitor-facing areas, noticing and taking action when spaces need tidying, resetting, restocking or other straightforward attention.
- Monitor admissions and Front of House activity throughout the day, identifying and dealing with operational, ticketing or payment issues as they arise.

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- Complete the Duty Manager report accurately at the end of each shift, recording visitor numbers, income and any significant incidents, concerns or matters requiring follow-up.
- Ensure important operational information and outstanding issues are clearly reported and handed over, including anything affecting the next opening day.
- Receive and deal appropriately with post, deliveries and Museum tenant queries as required.

Volunteer management

- Lead and support volunteers working on site during the shift, providing clear direction and helping them to deliver a welcoming and positive visitor experience.
- Brief volunteers on the day's activities, events, offers and operational arrangements, ensuring they understand and actively promote relevant opportunities to visitors and encourage Gift Aid wherever appropriate.
- Check in with volunteers regularly throughout the day, providing support with questions, operational issues and difficult visitor situations, and stepping in where appropriate.
- Organise Front of House volunteer breaks and cover, providing Front of House cover yourself where necessary to ensure the Museum can continue to operate effectively.

Site management, safety and security

- Act as a key holder and take responsibility for the safety and security of the Museum during the shift.
- Open and close the Museum safely and securely, following the required procedures for keys, access, alarms and securing the site.
- Carry out regular checks of the whole site throughout the day, identifying and taking appropriate action on hazards, damage, faults or other issues affecting its safe and effective operation.
- Take the operational lead in the event of an emergency or significant incident, following the Museum's emergency procedures, taking immediate action to keep people safe and seeking appropriate assistance where required.
- Ensure the Museum is operationally ready for the day's activities, including setting up and checking relevant spaces, equipment, lighting, signage and visitor facilities.

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 organisational culture.

Person specification

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We are looking for a proactive, enthusiastic and dependable person who enjoys working with people and is comfortable taking responsibility for the Museum during their shift.

The successful candidate will have:

- A strong visitor focus, with a genuine enjoyment of working with visitors, families, communities and volunteers.
- A strong sense of responsibility, demonstrating the reliability, conscientiousness and trustworthiness required for a keyholding role.
- The ability to work confidently and independently, taking responsibility, making appropriate decisions and knowing when to seek advice or escalate an issue.
- Excellent communication and interpersonal skills, with the ability to communicate clearly, confidently and appropriately with a wide range of people.
- Initiative and attentiveness, with the ability to notice what needs doing, take ownership and act without waiting to be asked.
- Good practical judgement and emotional intelligence, with the ability to read situations, remain calm, adapt their approach and deal sensitively and constructively with others.
- Strong time management and organisational skills, with the ability to prioritise competing demands and ensure time-critical tasks and activities are carried out when required.
- The ability to lead and support others and work positively as part of a team, together with a willingness to learn, develop and share knowledge.

Experience of working in a museum, heritage organisation, visitor attraction or similar customer-facing environment would be an advantage but is not essential.

Terms of appointment

This is a part-time, on-site post of 16 hours per month, normally worked as two 8-hour shifts, primarily at weekends. Hours are scheduled on a rota basis. Duty Managers are invited to submit their availability, and shifts are allocated by the Front of House Officer through a fair rota process.

There may be opportunities to work additional shifts, for example to provide cover for leave or absence, or during periods of extended opening such as school holidays. Additional hours are not guaranteed and will be agreed according to the needs of the Museum and the availability of the Duty Manager.

Salary: £14.80 per hour (equivalent to the London Living Wage).

The successful candidate will be employed by the Museum and will receive holiday entitlement, pension contributions and other employee benefits.

How to apply

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To apply, please submit a **CV and covering letter** succinctly outlining your experience and skills to Joanna Walsh, Front of House Officer, at museum@waterandsteam.org.uk. Please ensure that your covering letter addresses the person specification and why you are interested in the role.

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: **11:59pm Sunday 25th October 2026**

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