

JOB DESCRIPTION

Job Title:	Front of House Duty Manager
Grade:	Scale 4
Responsible to:	Line Manager
Location:	Ordsall Hall
Responsible for:	Front of House Team
Hours of Duty:	36 hours per week (Sunday – Thursday)

Purpose and Objectives of Post:

To provide consistent high quality customer care for Heritage Service customers
 To organise the day-to-day operation of the museum with regards to staffing, security, cleaning

Main Duties and Responsibilities:

1. To organise and supervise the work of the Heritage Facilitators, Front of House Assistants, weekend and casual staff.
2. To liaise with line manager with regards to staff rotas, leave, sickness, cover and recruitment.
3. To conduct staff appraisals and produce individual work and personal development plans in line with Salford Community Leisure performance review procedures.
4. To deliver high quality and consistent customer care.
5. To provide support, help and information to visitors, schools and other groups visiting Ordsall Hall and using its services or facilities, to enhance their visit to the City
6. To manage the reception and undertake reception duties
7. To be the first point of contact for all enquires, comments and complaints (by telephone or in person)
8. To assist in maintaining bookings for facilities and services.
9. To liaise with the senior staff team regarding arrangements for previews, receptions, meetings, conferences and events.

10. To assist the Learning, Collections, Marketing and Exhibition teams in the development and production of educational materials and information leaflets, marketing and publicity.
11. To liaise with contractors with regards to works to be carried out at the museum.
12. To assist in the museum retail outlets and café.
13. You will be required to work flexibly between Ordsall Hall and Salford Museum and Art Gallery subject to service requirements.
14. To accept that everyone has a right to their distinct identity and treat everyone with dignity and respect, ensuring that customer feedback is valued and fed back into the organisation
15. You may be required to work early morning, evening and weekends which you will be recompensed for if you are asked to work additional hours.
16. To support the senior staff team in ensuring risk assessments and emergency evacuation procedures are in place and to monitor Health and Safety issues within the building.
17. To ensure that security at museum sites, including the exhibitions and the collections is maintained to a high standard and to be on the emergency on call rota
18. To report faults, repairs etc, to relevant officers and to ensure that heating, lighting and security systems operate to the agreed standard.
19. To ensure that the museum buildings and exhibits are cleaned to an agreed standard.
20. To ensure that heating, lighting and security systems operate to the agreed standard.
21. To deputise for their line manager as required.

Corporate Responsibilities

1. To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.
2. To ensure that customer care is the major priority for service provision.
3. To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.
4. Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services
5. SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.

PERSON SPECIFICATION

ROLE: FRONT OF HOUSE MANAGER

SCL GRADE: 4

The Person Specification is an important part of the recruitment process. It should be read carefully as it will form the basis of shortlisting and ultimately, appointing the successful applicant. You must demonstrate therefore how you meet each of the following criteria in your application.

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>	<u>To be measured by</u>
Qualifications		NVQ qualification in customer care or related field	Application Form/certificates
Skills	Experience of and ability to manage staff rotas, including leave and sickness monitoring	Ability to produce quality visitor information	Application Form/interview
	Ability to provide high quality customer care		Application Form/interview
	Ability to respond to customer enquiries in an appropriate manner		Application Form/interview
	Ability to communicate with a wide range of customers, including external organisations and contractors		Application Form/interview
	Ability to manage complaints		Application Form/interview
	Genuine appreciation of and interest in Museums, Art Galleries and Collections		Application Form/interview
	Ability to keep accurate records		Application Form/interview
	Ability to respond effectively to operational issues		Application Form/interview
	Ability to manage and organise a busy reception		Application Form/interview

<u>Criteria</u>	<u>Essential</u>	<u>Desirable</u>	<u>To be measured by</u>
Experience	Minimum of 12 months experience of supervising staff	Experience of working within a museum setting	Application Form
	Experience of working within a visitor service environment		Application Form/interview
	Experience of cash/card handling and tills		Application Form/interview
Knowledge	Knowledge of health, safety and risk assessment processes within a public setting		Application Form/interview