



ARUNDELLS

Front of House Manager & Operations Lead

Full Time – 37.5 Hours per Week

Introduction

Arundells is located within Salisbury's beautiful Cathedral Close and is the former home of Sir Edward Heath KG MBE – Prime Minister, musician and yachtsman. It lies within a peaceful garden, with river frontage and spectacular view of the spire of the Cathedral.

Sir Edward lived at Arundells from 1985 until his death in 2005. He very much wanted the house, garden and his unique collection of paintings, ceramics, glassware, photographs, political cartoons, music and sailing memorabilia, to remain together following his death and to be available for the public to see and enjoy.

The Sir Edward Heath Charitable Foundation was established to honour these wishes and Arundells first opened to visitors in 2008.

2016 saw the introduction of 'explore at your leisure' access in addition to formal guided tours of the house (for both individuals and groups)

An extensive and diverse range of popular events have also been successfully established, creating important additional income. These events have included a series of piano concerts, themed lectures and talks, outdoor theatre and music in the garden and craft workshops.

Opportunities for corporate and private hospitality – including business meetings, drinks receptions, lunches and dinners – have also been proactively progressed. These opportunities have proved extremely popular and again provide another extremely important income stream.

In the last year, the Sir Edward Heath Charitable Foundation has received funding from the National Lottery Heritage Fund in support of the '*Arundells – Fit for the Future*' project. This initiative centres upon proactive community engagement (including the establishment of a new community garden) the promotion of teaching opportunities for local schools, and the development of a range of additional initiatives.

Front of House Manager & Operations Lead

This is a new full time position, building upon the previous part time post of Front of House Manager; now expanded to incorporate additional lead responsibility for a range of operational and property management tasks.

Working closely with the Property Manager, the Curator, and the Events & Marketing Manager, this appointment provides an exciting opportunity for a highly motivated and enthusiastic 'people person' to join our small team and help to build upon all that has been achieved at Arundells.

A hands on and flexible approach will be as important as exceptional communication skills, a good sense of humour, and the ability to work with minimal supervision.

In summary, the successful applicant will play a key role in:

- Operational coordination
- Leading the front of house management of Arundells
- The recruitment, training and management of volunteers, tour guides and reception staff
- Working closely with colleagues to ensure the highest standards of public presentation and visitor satisfaction

This is an important role. Please read the detailed job description and person specification carefully.

Hours

5 days per week (37.5 hours)

The normal working days will be Monday to Friday and from 0900 hrs to 1730 hrs each day, inclusive of a one hour unpaid lunch break.

You will be required to work at weekends on a rota basis when Arundells is open to the public (usually one weekend in three) and time off in lieu will be taken during the week following each weekend worked to reflect this.

Some late evening working may also be required from time to time, and a positive, flexible approach will be essential.

Salary

£22,000 per annum payable monthly in arrears, plus employer pension contributions to the government's NEST pension scheme. Overtime will not be payable.

Holiday

25 days per annum, plus bank and statutory holidays. Please note that the post holder will be required to take not less than 15 days of the 25 days annual holiday entitlement between the months of November and March (inclusive) each year.

Given the nature of the business, the post holder may be required to work on days that are designated as bank holidays. If this occurs, an equivalent amount of time will be taken off in lieu on days to be agreed in advance with the Property Manager.

Key Relationships

The Property Manager (*Line Manager*)
The Curator of the Arundells Collection
The Events and Marketing Manager

How to apply

Applications must be made in writing (by post or by email) with a full CV and a detailed covering letter explaining why you feel you would be the right person for this role, to:

Mr Ivan Smith MRICS
Property Manager
Arundells
59, The Close
Salisbury
Wiltshire
SP1 2EN

E Mail: ivan@arundells.org

Closing date for applications: **Tuesday 31st January 2023**

Anticipated date for interviews: **Wednesday 8th February 2023**
(*When applying, please state if you would not be available for interview on this day*)

Applications from individuals only. Applications from agencies or companies will not be considered

For an informal discussion about this post, please telephone Ivan Smith on **01722 331440**