



Front of House Manager & Operations Lead

Job Description

Working closely with key colleagues, the successful applicant will hold responsibility for the following areas:

Volunteer Management

Responsibility for the recruitment, training, leadership and administrative management of volunteer support, including the compilation of daily stewarding rotas.

Front of House Supervision

Responsible for front of house management when the property is open to the public, including working at weekends in this role on a rota basis (usually one weekend in three) with other members of staff.

Leading the first impression welcome to visitors and ensuring that the show rooms are always well presented.

Updating information for visitors and background information provided for stewards.

Cleaning

Overseeing the general cleaning contract during the open season. Liaising with the contract cleaning staff in this regard, and personally carrying out any additional cleaning as required.

Visitor Reception

To assist with the recruitment of part time employees, and to provide on-site training / induction, as necessary.

To prepare and agree the visitor reception rota and manage any changes that may be necessary.

Ensure that the reception area is clean and well-presented when open to the public, this to include the display of retail goods and information for visitors. To keep stock records and to work closely with the Events and Marketing Manager in researching and obtaining new retail lines.

Health, Safety & Welfare

To work closely with the Manager in helping to implement and oversee day to day Health, Safety & Welfare procedures and to assist the Manager in the review and ongoing development of new protocols.

To ensure staff and volunteers understand and are trained in agreed procedures and practices, including the security of the property, fire safety and evacuation.

To prepare specific risk assessments (and to update these) as necessary.

Guided Tours

To determine and manage the weekly tour guide staffing rota and ensure that guides are available, and as required.

Coach Party Bookings

To assist the Property Manager with the administration of all coach party and tour group bookings.

Repairs, Maintenance, and Servicing

To assist the Property Manager with the administration of routine servicing contracts and non-planned repair and minor maintenance works.

Household Management

To undertake general household management tasks

Exhibitions and Events

To work with the Curator and Events & Marketing Manager in planning, setting up and dismantling a range of temporary exhibitions within the Exhibition Room.

To assist in the preparation and setting up of different events (both within the house and in the garden or Exhibition Room) and whether talks or lectures, musical or theatrical performances, private and corporate hospitality bookings, and to occasionally take a lead role (as duty manager) for a small number of these events.

Person Specification

Essential

- Conscientious and highly motivated, with a hands on approach and 'can do' attitude
- Experience of working within a customer facing role within a busy visitor attraction (or similar) environment
- A people person, capable of providing inspirational leadership
- An excellent communicator (both written and verbal) with proven administrative skills
- Tactful and diplomatic, with the ability to resolve conflicting issues with grace, integrity and sensitivity.
- Excellent general IT skills (particularly MS 365, Word and Excel)
- Experienced in working within a small team and with little supervision.
- Unafraid to use initiative and common sense when necessary.
- A good sense of humour

Highly Desirable

- A broad understanding of the demands of a heritage attraction open to visitors, in the context of a historic building, and with a varied collection of artwork and memorabilia
- An understanding of the balance required between access and conservation
- Used to working with limited resources, and using these resources as effectively as possible
- Health, Safety and Welfare awareness, with evidence of some experience or training in this field
- Experience in working closely with volunteer helpers
- Experience in the successful delivery of corporate or private hospitality, public and private events
- First Aid training