



Duty Manager (Retail)

Salary: £19,554 (subject to job evaluation)

Hours: full time (based on an average of 37 hours per week), annualised

Holiday: 20 days p.a. plus 8 standard bank holidays

Closing Date: 20th June 2021

Interview Date: 29th June and 1st July

Place of Work: Worthing Museum & Art Gallery, Chapel Road, Worthing, West Sussex, BN11 1HP

Reports To: Head of Customer Experience

Staff Line Manager Responsibility For: none

Worthing Theatres and Museum aims to:

- ❑ Surprise and delight our audiences with visionary work of artistic excellence.
- ❑ Provide aspirational opportunities for young people ensuring the creative voices of the future.
- ❑ Cultivate creativity, supporting the next generation of artists.
- ❑ Champion inclusion, curating a diverse programme.
- ❑ Invest in our teams, making creative thinking the norm.
- ❑ Drive forward the development of Worthing's experience economy promoting positive place making and civic pride.
- ❑ Ensure financial success providing best value to the community, guaranteeing the longevity of the organisation.



Job Description

Principal purpose of job (role summary)

Provide an exceptional welcome for visitors to Worthing Museum, building knowledge of the collections and leading and inspiring a dedicated team of volunteers.

Primarily based at the Museum, the post is focused on the day-to day management of the welcome desk, shop and any special events ensuring staff productivity and creating a positive work environment

In addition you will be required to cover duty management shifts at the Connaught Cinema.

Museum Front of House Duty Management

- ☐ Responsible for the day-to day management of the welcome desk, shop and any events.
- ☐ To be responsible for proactively recruiting and leading the Museum Volunteer Team.
- ☐ Allocate appropriate tasks for the volunteers during open hours, encouraging engagement with the customers.
- ☐ Ensure an effective running of the front desk, to create a welcoming atmosphere for visitors.
- ☐ Build a thorough knowledge of the collections to provide information to visitors and volunteers.
- ☐ Assisting in the promotion of the gift shop and encouraging visitors to purchase items.
- ☐ Ensure the smooth and safe running of events, maintaining customer care and confidence.



General Duty Management

- ☐ In addition to the museum you will be required to cover Cinema screenings at the Connaught Theatre as a support Duty Manager when required.
- ☐ To deal with customer enquiries, compliments and complaints efficiently and effectively, with care and a good level of customer service. Adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.
- ☐ Monitor efficiency of all processes and report any problems, issues or improvements needed.
- ☐ To act as a key holder for the buildings; opening and closing as required.
- ☐ Ensure all building defects are promptly reported for early rectification.

Retail

- ☐ Ensure the shop and retail areas within the theatres have attractive visual merchandising and are fully stocked in order to maximise sales.
- ☐ Ensure all retail displays are in line with WTM branding.
- ☐ Complete sales for the shop and museum events when working on the front desk using the EPos System (pointOne) and ticketing system (Spektrix)
- ☐ Monitor stock levels and place orders for both the museum and theatres, monitor sale or return stock requesting invoices where applicable
- ☐ Suggest appropriate new stock lines and be aware of opportunities for seasonal offers and merchandising.
- ☐ Ensure that the till float is securely kept, daily cash receipts are reconciled and banked, and daily reporting paperwork completed maintaining accurate records at all times in line with WTM financial policies.
- ☐ Run end-of-day procedures for the shop when on duty
- ☐ Raise invoices on purchase order system
- ☐ Take deliveries of stock



- ☐ Complete stock counts throughout the and year end as directed by Head of Customer Experience and Finance Department

Health and Safety

- ☐ Ensure, as part of the Museum Team, that fire safety and Health and Safety legislation and regulations for the Museum are observed at all times.
- ☐ Ensure all safety and opening checks of the building are completed, and the relevant paperwork has been completed.
- ☐ To be in charge of the building whilst acting as Duty Manager, assuming responsibility for the Health and Safety of all individuals on the premises.
- ☐ Ensure that all Volunteers have briefings, and are knowledgeable, in fire safety and fire evacuation.
- ☐ Ensuring safe evacuation of the building in the event of an emergency, following emergency procedures and liaising with emergency services as required.

General

- ☐ Undertake all duties in accordance with WTM policies, in particular those relating to Customer Care and Equal Opportunities.
- ☐ Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
- ☐ Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or WTM policies.
- ☐ Promote the service and WTM positively at all times.

The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.



Duties will be set out in this job description but please note that WTM reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.

Criteria

Essential

1. Demonstrable experience as a Duty Manager, Retail Manager or Museum Manager.
2. Experience of customer service.
3. Numeracy and cash handling.
4. Knowledge of basic computer tools.
5. Proven experience team leadership.
6. Ability to lift and move heavy objects such as stock.
7. Ability to work as part of a team.
8. Attention to detail.
9. Ability to work and focus on tasks whilst in a busy and noisy environment.
10. Positive attitude and action during changing and sometimes challenging circumstances.
11. Ability to effectively and efficiently solve problems and handle customer complaints.
12. Able to keep calm and controlled in an emergency situation.
13. An understanding of equalities and how to apply this within a work environment thinking about both customers and colleagues.
14. Available to work evening and weekend work, and irregular work patterns when required.



Desirable

1. Hold a first aid qualification
2. Experience of private event, meeting and conference Duty Management
3. Experience of event organisation or coordination
4. Experience in handling, managing or responding to customer complaints, either in person or by correspondence
5. Experience of Box Office and ticketing systems

Worthing Theatres & Museum is a registered charity and pursues a policy of equal opportunities. Worthing Theatres & Museum values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from all backgrounds and all parts of the community.

All applications are judged on merit.

