

# PITZHANGER

MANOR & GALLERY

## Front of House Assistant Manager

**Department** Commercial & Operations

**Reports to** Front of House (FOH) Manager, Pitzhanger Manor & Gallery Trust (PMGT)

**Hours of work** 35 plus 1 hour break, including regular weekend, evening and bank holidays on a rostered basis

**Salary** £21,000-£23,000 per annum based on experience

Pitzhanger Manor is the Grade 1 listed 'country' house of Sir John Soane, designed and built by Soane 1800-1804 in what was then rural Ealing, West London. Pitzhanger has reopened to the public following a £12m HLF and ACE-supported building project in 2019, to restore Soane's original design and upgrade the adjacent Gallery so it can stage ambitious and challenging contemporary exhibitions. The conservation and the inaugural exhibition of mirror sculptures by Anish Kapoor have both received widespread praise and very positive reviews in the press and attracted large visitor numbers. After a period of closure, the FOH team now needs to build on this initial impact, set new targets and develop new and wider audiences.

### Job Description

#### Role

This is a unique opportunity for an experienced professional to join a passionate and committed team to develop our visitor experience offer. Reporting to the FOH Manager at Pitzhanger Manor & Gallery, the FOH Assistant Manager is a key post assisting with the management of Pitzhanger Manor's commercial and operational practices.

The Visitor Experience Assistants work across all areas of the customer journey except catering covering the visitor welcome, gallery and manor invigilation and shop. Through strong led-by-example, management and training you will support the Front of House Manager in developing the staff and mechanisms to achieve efficient and effective long-term internal operations and management of the front of house team.

Ideally, the successful candidate will have experience of leading a front of house team of volunteers in meeting and greeting visitors, in processing admission and retail sales and running the day-to-day duties associated with opening a museum.

### Key Accountabilities

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## **Visitor Experience**

- Aiding the FOH Manager ensuring the highest standards of Visitor Welcome, Retail and Galleries interaction through management of the Front of House (FOH) team of staff and Volunteers, to ensure that they consistently deliver excellent customer services and provide a world-class first point of contact for all visitors.
- Ensuring the FOH team is effectively monitoring the condition, security, housekeeping and health and safety aspects of the galleries and public spaces throughout the day and ensuring that standards are never compromised.
- Undertaking daily briefings to provide up-to-date information to the team. Creating a culture of constant improvement through monitoring performance, coaching and feedback.
- To lead and manage the Visitor Experience Assistant team of both staff and volunteers to deliver exceptional visitor service and sales consistently with clear targets, escalating any issues to the FOH Manager.
- To ensure Pitzhanger remains a great place to work for both staff & volunteers; assisting the FOH manager in leading, motivating and developing the team; promoting and embedding a can-do culture focused on achieving excellent standards and on collaborative working across the organisation.
- Actively engaging with the PMGT's visitors by responding to enquiries, resolving complaints/incidents and providing summary statistics to the FOH Manager regarding how these have affected the visitor experience.
- Aiding the FOH Manager in weekly, monthly and quarterly analysis and reporting on key areas of visitor engagement, comments and feedback using a process that defines our standards and measures success in achieving them.

## **Commercial Activity**

- To assist in managing our first-class shop, which delivers to commercial targets, is an extension of our collections and enhances the visitor's experience of the Pitzhanger brand.
- Leadership of a small team of staff and volunteers where setting the example is key, working on tills, merchandising displays, ordering stock, stocking shelves, cleaning, customer service and gallery monitoring as necessary and appropriate.
- Maintaining a target-orientated commercially focused culture amongst staff and volunteers in the front of house team. Ensuring we maintain a team with awareness of and a desire to play their part.

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- Actively driving sales for talks and tours, guidebooks, special exhibitions, membership, merchandise, weddings, events and lectures, corporate hire and learning activities.
- Actively promoting the Museum's other commercial services and facilities including promoting the restaurant and park café and maximising potential for events and functions such as weddings.
- Ensuring high standards of visual merchandising of all commercial areas. Giving clear direction on standards and expectations. Creating visually appealing and commercially driven retail displays. Developing the skills and abilities amongst the FOH team to do the same.
- To be responsible with the FOH Manager for the security of the Visitor Welcome, Retail and Gallery monies and stock, ensuring that the Galleries' financial, cash handling, cashing up and banking procedures are strictly adhered to, in accordance with audit and security requirements and good practice.
- Assisting the FOH Manager in managing all processing of orders (shop and online), invoices and goods received and organising regular stock takes, stock and sale analysis and stock control.
- Attendance at weekends and evenings for commercial, programme and Education-led events at both the gallery and offsite as necessary.
- To analyse sales performance to develop own knowledge and drive commercial return. Producing written and verbal reports to the Front of House Manager.

### **Operations**

- Ensuring the organisation of rotas and effective deployment of team members throughout the public spaces, ensuring the necessary cover is provided for all agreed opening hours, including standard, out of hours' events (corporate or otherwise), and manor & gallery closed periods for access and maintenance.
- Implement the museum's Health and Safety guidelines and carry out risk assessments where appropriate.
- Assist with testing the fire alarm and emergency lighting system
- Liaise with museum contractors who supply services, e.g. sanitary services, lift maintenance, security alarm etc.
- Identify opportunities to develop the museum as an attraction to the local community and visitors.
- Contribute to the overall marketing strategy and social media activities.
- Order operational supplies for the museum
- Develop an effective working relationship with the Exhibitions Manager to ensure smooth running of the museum

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- Ensure Covid-19 rules and regulations are in place and adhered to - take responsibility for some aspects of cleaning to help reassure the visitors and volunteers of rigorously maintained hygiene standards.
- Line Management of the Visitor Experience Assistants, temporary freelance staff and volunteers.
- Overseeing contractors and directing their work on site.
- Creating, checking and updating Risk assessments and method statements (RAMS).
- Good grasp of general Health & Safety best practice such as, but not limited to COSSH, Fire safety, visitor safety etc.
- Managing the work of a small team of staff and volunteers to ensure the highest standards of housekeeping, in line with Conservation best practice.
- Maintaining and working to a schedule of Planned Programmed Maintenance whilst also responding dynamically to unplanned emergency maintenance issues.
- Completing and administrating relevant paperwork (e.g. reports and checklists) associated with managing a team to achieve the above.
- To work with the Front of House Manager and Head of Operations & Commercial in ensuring the buildings facilities and security is monitored.
- Aiding in building a calendar system of regular checks and a suite of reporting documents.
- Working collaboratively with colleagues and partners across the Trust to ensure that the FOH team underpins and fully contributes to the Trust's wider programmes and activities.
- To demonstrate that you engage positively with the Trust's policies on equal opportunities, health & safety, etc.
- To be flexible to adapt to the changing needs of the organisation and the role as the Trust team grows and adapts to the challenges of the newly re-opened Pitzhanger Manor & Gallery
- To actively support the values and vision of Pitzhanger Manor & Gallery.
- To carry out any other duties as may reasonably be requested by the Front of House Manager
- To maintain at all times the highest levels of discretion and confidentiality.

This job description is not all encompassing. Over time, the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time, revised, and updated in consultation with you to reflect any appropriate changes.

### **Location**

Pitzhanger Manor & Gallery, Mattock Lane, Ealing, London, W5 5EQ

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## Hours

Full time, 35 hours per week, including regular weekend work, plus an hour each day for lunch. There will be a regular events calendar where your attendance may be required on weekday and weekend evenings. No overtime will be paid for attending these events, but time off in lieu will be given (to be agreed in advance with the Front of House Manager).

## Other Benefits

- 20 days Annual Leave holiday with 1 day for each additional full year worked up to 5 days plus bank holidays.
- Company Pension Contribution of 5% (as an employer match)
- Discount in the shop

## To Apply:

Please send your CV and a covering letter to Chloe Turner at [applications@pitzhanger.org.uk](mailto:applications@pitzhanger.org.uk) indicating how your skills and experience match the person specification by 7 October 2021, **with the subject line FOH Assistant Manager**

Interviews will be held week commencing 11 October 2021, TBC.

Those that best match the criteria will be invited to interview where there will be a short exercise and presentation followed by an interview with Chloe Turner, Front of House Manager and Chris Jones, Head of Operations & Commercial.

We regret to inform that if you have not heard from us within 3 weeks of your application, that you have been unsuccessful at this time.

## Person Specification

Criteria	Essential/Desirable	To be Assessed Application Form/Interview/Test
Excellent staff management experience and skills	<b>E</b>	<b>AF/I/T</b>
Excellent retail experience	<b>E</b>	<b>AF/I/T</b>
Strong operational experience in a heritage, hospitality or arts environment	<b>E</b>	<b>AF/I/T</b>
Sound numeracy and budget management skills	<b>E</b>	<b>AF/I</b>

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Experience of using EPOS systems - both retail and ticketing, excel, stock management systems	<b>E</b>	<b>AF/I</b>
Experience of delivering excellent customer service	<b>E</b>	<b>AF/I/T</b>
Highly organised with attention to detail and ability to juggle multiple work streams to deadline	<b>E</b>	<b>AF/I/T</b>
A 'can do' spirit, flexible in approach with a positive attitude to change	<b>E</b>	<b>AF/I</b>
Ability to work effectively as a member of a small team and with a collaborative approach to achieving organisational goals.	<b>E</b>	<b>AF/I</b>
Willing and happy to be on the 'manor & gallery floor' leading the team by example, whilst still being able to aid in back-office processes and tasks	<b>E</b>	<b>AF/I</b>
Proven experience of managing volunteer teams	<b>D</b>	<b>AF/I</b>
First Aid Qualification	<b>D</b>	<b>AF</b>
Fire Marshal Qualification	<b>D</b>	<b>AF</b>
An understanding of facilities management reporting and maintenance.	<b>D</b>	<b>AF/I</b>
A sound understanding of health and safety and the creation of risk assessments	<b>D</b>	<b>AF/I</b>
Enthusiasm for heritage and the arts	<b>D</b>	<b>AF/I</b>