

# Programme Co-ordinator at Two Temple Place Job Description

Two Temple Place is looking for an energetic and passionate Programme Co-ordinator to administrate a year-round programme of cultural and community events, projects and activities, and to manage a busy volunteer programme.

## **Programme Co-ordinator**

**Job Title:** Programme Co-ordinator

**Reporting to:** Head of Exhibitions

**Based at:** Two Temple Place, London WC2R 3BD

**Contract:** Permanent (full-time). Holiday entitlement is 20 days, excluding Bank Holidays. We operate a contributory Pension Scheme.

**Salary:** £24,000 - £26,000 (depending on experience)

## **Two Temple Place**

Two Temple Place is a dazzling architectural gem in central London, built in 1895 by William Waldorf Astor, then the world's richest man and part of a complex historic dynasty. Astor spared no expense in employing the greatest craftsmen of the day, and Two Temple Place is a joyful architectural fantasia.

We are owned by registered charity The Bulldog Trust, and in 2011 opened our first annual free exhibition at Two Temple Place; since then, our exhibitions have attracted over 400,000 visitors, and we are currently planning our 10<sup>th</sup> for January – April '22. The exhibitions are designed to highlight the strengths of little-known collections in UK regional museums and galleries, and support the development of emerging curators by providing them with an opportunity to produce a major, solo, central London show. As part of our charitable activities, we now also run a growing programme of cultural and community events and projects designed to open our doors more often, to more people. To generate the funds for this, we make our beautiful and utterly unique building available for commercial hire.

## **The Role**

We are seeking an ambitious and dynamic Programme Coordinator to support all our cultural and community activities and manage the Front of House areas.

Opening our building for exhibitions, performances, talks and events is only possible through the support of a dedicated raft of volunteers, and the Programme Co-ordinator plays a key role in managing them, ensuring the delivery of outstanding visitor service and supporting the volunteers to engage visitors in the histories of Two Temple Place.

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You will co-ordinate and manage the Volunteering Programme, Friends' Scheme, events and tour bookings, as well as take responsibility for various office administrative tasks, mailouts, and tour enquiries. You'll also be supported in generating ideas and content for our social media and promoting events and tours. During exhibitions, this role is focused on Volunteer and Front of House Management, and you will be responsible for overseeing the efficient day-to-day running of visitor services and the shop whenever the building is open to the public. You'll also be responsible for devising, promoting and administering fun, engaging events for the delivery of the Friends' scheme, including liaising with partner museums, managing guest lists and welcoming Friends.

The Programme Co-ordinator reports to the Head of Exhibitions and is based at Two Temple Place. The role is full time and includes some evening and weekend work throughout the year.

### **Main Responsibilities**

#### Volunteer Administration

- Coordinating and managing a well-established volunteering programme, energising and enthusing the existing volunteers, and leading on the creative recruitment and training of new ones every year
- Scheduling volunteer shifts and maintaining the volunteer database on our Salesforce CRM software
- Maintaining the volunteer handbook and policies, adhering to best practice in H&S and COVID-security
- Briefing and supervising volunteers during shifts, including arranging rotations and breaks
- Managing and training part-time or freelance Duty Managers for exhibitions

#### Friends' Scheme

- Managing the Two Temple Place Friends' scheme – including devising promotional opportunities, registering and welcoming new Friends, sending renewal reminders, overseeing payments, and planning benefits' delivery and special Friends' events throughout the year
- Updating and maintaining records on Salesforce and reporting as required to the Finance Director

#### Exhibition & Cultural Events & Tour Bookings

- Coordinating group bookings and building tours during exhibitions and throughout the year – including coordinating logistics, selecting tour guides, and tracking donations and payments
- Coordinating guest lists and volunteer staffing for events, collating and checking contact details and sending invitations
- Researching and contacting community groups, devising visits and tours for them and ensuring the smooth running of workshops, family building trails, and other visit activities

#### Website & Social Media

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- Uploading events onto Eventbrite and our website, and contributing to marketing, promoting events through social media and marketing channels
- Monitoring and updating website, updating and programming social media pages, managing content and generating ideas for topical campaigns

#### Building & Operations

- Managing smooth front of house operations including keeping spaces presentable and prepared for visitors
- Supporting the building management including ensuring H&S and Fire procedures are followed by staff and volunteers
- Managing the house cleaning calendar alongside the Events Manager
- Supporting the exhibition shop manager with merchandise monitoring, checking deliveries, restocking and tidying, supervising shop volunteers, and accurately cashing up
- Supporting visiting artists and community groups, including administrating workshops and visits
- Responding to enquiries by email, telephone and post
- Supporting the team as required for fundraising applications, research, data collection and Equal Opportunities monitoring

As part of a small team the Programme Co-ordinator will be involved in all aspects of the building's life and operations.

#### Person Specification

##### Essential:

- Demonstrable enthusiasm for and understanding of working with volunteers and the public
- Personable and friendly, with outstanding customer service skills and a keen interest in people and strong and creative communication skills
- Highly organised, with a forensic eye for detail and accuracy
- Proven experience managing and prioritising workloads to meet deadlines
- Strong IT skills and numeracy, with experience of using Microsoft Office
- An interest in and commitment to supporting small museums and galleries around the UK
- Willing to work flexible hours, including evenings and weekends as occasionally required
- Demonstrable commitment to making culture and the arts available to all

##### Desirable:

- Experience working with volunteers in the charitable sector
- Experience working in a customer facing environment, or of duty management in an arts setting
- Experience working with databases and CRM systems (e.g. Salesforce)
- Knowledge of website content management and social media platforms

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## How to Apply

Please apply by a covering letter of no more than two sides of A4 and CV, and complete our Equal Opportunities form for monitoring purposes, by **10am on Monday 17th May**, [\*\*info@twotempleplace.org\*\*](mailto:info@twotempleplace.org)

First interviews will be held on **Tuesday 25th May**, ideally in person if possible.

We require the post-holder to be available for handover **early July**.

Two Temple Place welcomes applications from the widest possible range of people and is keen to encourage interest from candidates from communities that are currently under- represented in the industry. All candidates who identify as disabled and demonstrate that they meet the essential criteria will be invited for an interview, in line with the Equalities Act 2010. As a historic building, there is a short flight of stone steps leading up to the entrance, with wheelchair access gained via a stair climber.