

# Duty Manager at Two Temple Place

## Job Description

Two Temple Place is looking for two enthusiastic and highly efficient Duty Managers to support the public opening of our next exhibition *The Glass Heart*.

**Job Title:** Duty Manager

**Number of Positions:** 2

**Reporting to:** Programme Coordinator

**Working closely with:** Head of Exhibitions, Administrator, Exhibition Assistant

**Location:** Two Temple Place, London WC2R 3BD

**Contract:** Fixed Term, part-time (3-4 days per week including regular evening and weekend work. We imagine this role might suit two part-time staff working 2-3 days and 4-5 days respectively, as a job share or two separate applications).

**Employment Term:** January – April 2024

**Remuneration:** Salaried at London living wage (£13.15 per hour)

### Role Description

Duty Managers provide practical front of house support in the running of Two Temple Place's exhibitions. They play a crucial role, working closely with the Cultural Team to supervise a diverse network of around 150 Gallery Steward Volunteers and manage the exhibition spaces when open to the public. Duty Managers help us to ensure that Two Temple Place is welcome, open, and accessible for all, and that front of house operations run efficiently, professionally, and safely.

### Background

Two Temple Place is a dazzling architectural gem in central London, built in 1895 for William Waldorf Astor. 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. As part of our charitable activities, we run a 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.

We are now preparing for our next annual exhibition [The Glass Heart](#), which will be open from Saturday 27 January – Sunday 21 April 2024. Bringing together key regional collections, techniques, and artists for the first time, *The Glass Heart* will present more than 100 glass artworks spanning 170 years, showcasing the versatility of a fantastic material.

### Responsibilities:

#### General Operational & Front of House

- Managing the day-to-day running of the galleries and front of house team of Gallery Steward Volunteers during public opening hours.
- Delivering outstanding visitor service through welcoming visitors, providing information on the building, the exhibition and events programme.
- Ensuring the safety of visitors, volunteers, and exhibition objects.

- Dealing with any health and safety issues or emergencies that may occur (appropriate training will be given).
- Making sure the galleries and Front of House areas, including the shop, are clean and tidy and that all relevant materials are in place.
- Assisting in the organisation of visitor feedback forms and donations.
- Support the delivery of the exhibition events programme.
- Supervising shop and reception sales posts and accurately cashing up tills.
- Supporting with monitoring and checking deliveries of shop stock.
- Supporting group visits

### **Volunteer Management**

- Supervising volunteers during their shifts – including arranging rotations and breaks.
- Offering continuous support to our Gallery Steward Volunteers.
- Ensuring volunteer areas are clean and tidy and everything they need is in place for the day.
- Managing and supporting Shop Volunteers.

This is not an exhaustive list of duties and management may, at any time, allocate other tasks and responsibilities. As part of a small exhibitions team the candidate should be ready and willing to assist with all aspects of team planning, administration and operations.

### **Person Specification**

- Experience of working with a wide variety of people
- Proven experience in a customer facing role
- Keen interest in working with the public and volunteers and an understanding of the importance of volunteers
- Hard working, with a proactive and self-motivated attitude
- Personable and friendly, with outstanding customer service skills
- Highly organised, with a good eye for detail and accuracy
- Flexible and adaptable, with excellent interpersonal skills
- Willing to work flexible hours, including evenings and weekends
- A sympathy for the charitable objectives of Two Temple Place and a commitment to equality of opportunity and diversity.

### **How to apply**

To apply, please upload a CV and covering letter via the website. The covering letter should detail in a maximum of 400 words:

- Why you are interested in the role at Two Temple Place
- How your skills and experience match the person specification
- State how many days you would be interested in taking on if selected for the role (this will not impact your application, but is helpful information for us to have)

**Deadline for applications:** 9am on Monday 20<sup>th</sup> November. Interviews will be held on Thursday 30<sup>th</sup> and Friday 1<sup>st</sup> December.

**You will need to be available for training on:** Thursday 4<sup>th</sup> January, Friday 5<sup>th</sup> January and Saturday 13 January.

Two Temple Place welcomes applications from the widest possible range of people and is keen to encourage interest from candidates from communities who are currently under-represented in the industry. Please note for accessibility that 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 (Baronmead Stairmate Major).

**If you have any questions, please contact Fay McDermott on 020 7836 3715.**