

Duty Manager at Two Temple Place

Job Description

Two Temple Place is looking for three enthusiastic and highly efficient Duty Managers to support the public opening of our next exhibition *Lives Less Ordinary*.

Job Title: Duty Manager

Number of Positions: 3

Reporting to: Visitor Services Coordinator

Working closely with: Head of Culture & Community, Exhibition Coordinator, and Community & Education Coordinator

Location: Two Temple Place, London WC2R 3BD

Contract: Fixed Term, part-time, 3-4 days (x2) and 4-5 days (x 1) Including regular evening and weekend work.

Employment Term: January – April 2025

Rate of Pay: London living wage (£13.85 per hour)

Role Description

Duty Managers provide practical Front of House support in the running of Two Temple Place's next exhibition. They play a crucial role, working closely with the Culture and Community Team, to supervise a diverse group of over 180 Gallery Steward Volunteers and manage the exhibition spaces when open to the public. Duty Managers help us to ensure that Two Temple Place is welcoming, open, and accessible for all, and that Front of House operations run efficiently, professionally, and safely.

Background

Two Temple Place is a magnificent neo-Gothic gem in central London, built in 1895 for William Waldorf Astor. We are owned by registered charity The Bulldog Trust, and in 2011 opened our first annual free exhibition. Since then, we have welcomed 430,000 visitors. 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 [Lives Less Ordinary](#), which will be open from Saturday 25 January – Sunday 20 April 2025. The exhibition explores the overlooked richness and diversity of working-class culture and creative expression in post-war Britain. Bringing together works from regional collections, archives, and artists, *Lives Less Ordinary* will present more than 150 works of various mediums to celebrate and reflect on working class lives and art.

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.

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- Delivering outstanding visitor service through welcoming visitors, providing information about the building, the exhibition and our events programme.
- Ensuring the safety of visitors, volunteers, and exhibition objects.
- Addressing 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 sales, assisting with restocking, 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.
- Briefing volunteers at the beginning of shifts, informing them of relevant events and updates.
- Offering continuous support to our Gallery Steward Volunteers.
- Ensuring volunteer areas are clean and tidy and everything volunteers 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 and in a customer facing role
- Personable and friendly and a keen interest in working with the public
- A passion for making museums and galleries welcoming and accessible to all
- An understanding of the importance of volunteers and of why people volunteer
- Hard working, with a proactive and self-motivated attitude
- Highly organised, with a good eye for detail and accuracy
- 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.

We are looking for someone at the beginning of their career who can demonstrate enthusiasm and initiative, but who may not yet have much experience in museums or galleries. We are looking for applications from those who are currently under-represented in the museums & galleries sector. We take this to include people from Diaspora and Global Majority and ethnically diverse, migrant or refugee, LGBTQIA+ and non-binary, neurodivergent, Disabled or health impaired, and unemployed backgrounds, those affected by homelessness, care-leavers, and those who identify that they are from a disadvantaged socio-economic background. We do not require applicants for this role to have a degree. Please note that as a historic building, there is a short flight of stone steps leading up to our entrance, and wheelchair access to the building can be gained via a stair climber.

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How to apply

Please choose **ONE** of the following two ways of applying:

1) Send us a CV and a cover letter (maximum of 400 words) via the link on our vacancies page, or to info@twotempleplace.org

2) Send us your CV and a short video (maximum of 3 minutes) via WeTransfer www.wetransfer.com to info@twotempleplace.org. If sending on WeTransfer we ask that you set the expiration time to 7 days.

However you apply – letter or video – you should outline the following:

- 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)

On receipt of your application, you will receive an Equal Opportunities form by weblink – we would be grateful if you could please fill this in. The form helps us in monitoring how we are reaching applicants. This information is anonymously stored.

Deadline for applications: 12pm on Monday 18th November. Interviews will be held on Tuesday 26th and Wednesday 27th November.

You will need to be available for training on: Friday 3rd January, Tuesday 7th January, and Saturday 11th January. Regular shifts will begin from the week of 20th January.

If you have any questions or would like to discuss how we can support you in applying, please contact Alexa King on info@twotempleplace.org or 020 7836 3715.



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