

Visitor Services Coordinator at Two Temple Place Job Description

Two Temple Place is looking for an energetic and ambitious Visitor Services Coordinator to join our small team to coordinate and manage our Front of House activity, a busy Volunteer Programme, growing Membership scheme, and support the administration of a year-round programme of cultural and community events, projects, and activities.

Job Title: Visitor Services Coordinator

Reporting to: Head of Culture and Community

Based at: Two Temple Place, London WC2R 3BD

Contract: Permanent (full-time). Holiday entitlement is 25 days, plus Bank Holidays. We operate a contributory Pension Scheme

Salary: £30,000

Two Temple Place and the Bulldog Trust

Two Temple Place is a dazzling architectural gem in central London, built in 1895 by William Waldorf Astor with no expense spared, the result is a joyful architectural fantasia.

Two Temple Place is owned by the registered charity The Bulldog Trust. We run a growing year-round programme of community activity, projects, public openings and cultural events - including a major annual free exhibition - 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. Between the exhibition and year-round programme we welcome over 50,000 visitors in a typical year.

In 2011 we opened to the public with our first free exhibition. The exhibitions at Two Temple Place are designed to highlight the remarkable collections in UK regional museums and galleries and support the development of emerging curators and cultural staff members. We are currently planning our next exhibition for January – April '26, *The Weight of Being*, which explores the profound ways in which external pressures shape artistic expression, mental health, and resilience, highlighting the power of art as a means of expression, resistance, and survival.

Further information is available on our website: www.twotempleplace.org

The Role

We are seeking an ambitious and dynamic Visitor Services Coordinator to coordinate and manage the Volunteering Programme, Membership Scheme, Group Bookings and Front of House during public openings, as well as to take responsibility for various administrative tasks, including marketing, website and social media management.

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During exhibitions and public openings, this role is focused on Volunteer and Front of House coordination. The successful candidate will be responsible for overseeing the day-to-day running of visitor services when the building is open to the public, largely through the support of a dedicated group of volunteers. The Visitor Services Coordinator plays a key role in managing the volunteers, ensuring the delivery of outstanding visitor service, and welcoming them to the team.

You will also take on responsibility for promoting, developing and administering the Members' scheme, devising fun, engaging events for the Members and liaising with partner museums.

The Visitor Services Coordinator reports to the Head of Culture and Community 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 Zoho CRM software
- Maintaining the volunteer handbook and policies, adhering to best practice in volunteer management, H&S and security
- Supervising volunteers during shifts, including arranging rotations and breaks
- Managing and training part-time or freelance Duty Managers for exhibitions

Members' Scheme

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

Group & 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 reporting as required to the Finance Director

Website & Social Media

- Monitoring and updating our website
- Updating and programming social media pages, managing content – including that from other staff members - and generating ideas for topical campaigns
- Uploading events onto Eventbrite and our website, and contributing to marketing channels and promoting events through social media

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FOH / Building & Operations

- Managing all Front of House areas - keeping spaces presentable and prepared for visitors
- Supporting the building management including ensuring H&S and Fire procedures are followed by staff and volunteers
- Responding to enquiries by email, telephone and post
- Supporting the team as required for research, data collection and Equal Opportunities monitoring

This is not an exhaustive list of duties and management may, at any time, allocate other tasks and responsibilities. As part of a small team the Visitor Services Coordinator 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
- Experience working in a customer facing environment, or of duty management in an arts setting
- 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
- Knowledge of website content management and social media platforms
- An interest in and commitment to the charitable aims of Two Temple Place and The Bulldog Trust
- 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 with databases and CRM systems (e.g. Zoho)

How to Apply

Please choose ONE of the following two ways of applying:

- 1) Send us a covering letter of no more than two sides of A4 and CV 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

In either means of application – letter or video – you should outline your interest in working at Two Temple Place's and how your experience makes you suitable for this role.

On receipt of your application, you will receive an Equal Opportunities form by weblink. Please fill this in to complete your application. The form helps us in monitoring how we are reaching applicants. This information is anonymously stored.

Deadline for applications 10am on Monday 6 October 2025.

First interviews will be held in **w/c Monday 13th October**, in person at Two Temple Place. We require the post-holder to be available to start mid December.

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. 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 demonstrably 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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