

Job Description: Duty Manager / Marketing Assistant

The Museum of Brands, Packaging and Advertising is looking for a Duty Manager / Marketing Assistant to join a small and busy team as a permanent part time staff member. This is an exciting opportunity to manage a thriving museum with a voluntary front of house team, ensuring high standards in customer care and visitor experience. The Duty Manager / Marketing Assistant will also manage PR processes and administration, and support marketing activities for events, education and visitor services. Our unique collection of original branded products ranges from the Victorian times through to the present day, offering opportunities for exciting marketing activity. The ideal candidate will have qualifications and / or work experience in a relevant field, with excellent computer skills, exceptional spoken and written English and great interpersonal skills.

Job title: Duty Manager / Marketing Assistant

Location: Museum of Brands, Packaging and Advertising, Notting Hill, West London

Salary: £6,800 per annum (£17k pro-rata)

Reports to: Museum Manager

Works with: Museum Manager, Visitor Services Manager, Event Manager, Education Officer.

Hours: 2 days per week, Sunday 6.5 hours (10.45:5.15) and Monday 8.5 hours (9.45:6.15)

Holiday: 20 days pro-rata, public holidays pro-rata.

1) Job Purpose

To oversee daily running of museum as a museum Duty Manager on Sunday, and to provide marketing support for campaigns from the events, education and visitor services departments, manage PR administration

2) Main Duties

Duty Manager

- Manage the Museum and FOH volunteer team on Sunday
- Ensure high standards of customer care and visitor experience
- Support and input into the Visitor Services Manager's volunteer and daily procedures and policies, including some volunteer inductions
- Ensure full health & safety procedures are adhered to during opening hours
- Allocate and oversee volunteer tasks with a focus on delivery of marketing duties
- Be flexible in approach and willing to work outside of role remit
- Support the work of other Museum team-members and a broad range of museum activities
- Such other comparable duties as may be required

Marketing and PR

- Support delivery of marketing campaigns for the Education, Events and Visitor services and input on development of marketing strategies
- Manage newsletters and press releases
- Evaluate all initiatives, including monitoring the effectiveness of promotions
- Show sound judgment and commitment to managing the Museum's reputation
- Work with team to manage PR administration, including press contact database and cuttings
- Manage our 'TripAdvisor' strategy, maintaining rating by maximizing reviews

3) Museum responsibilities

- Demonstrate a commitment to the principles of equality of opportunity and fairness of treatment
- Respect all confidentiality, principles and practice of the Data Protection Act
- Undertake further training as deemed necessary
- Assist in maintaining the security of the Museum and Museum visitors
- Comply with Fire and Health and Safety policies and legislation and to ensure the compliance and awareness of volunteers and visitors to the building

4) Person specification

- Recent graduate and / or work experience in marketing department or the arts / cultural / public sectors
- Educated to degree level in a relevant subject
- Exceptional standard of written English, i.e. writing accurate and engaging copy
- Marketing or communications qualification (desirable)
- Good knowledge of MS Word, Excel, Outlook and Internet
- Ability to prioritize workloads and good time management skills
- Experience of working with volunteers (desirable)
- Enthusiasm for and knowledge of collections relating to brands, packaging, advertising or design (desirable)
- Management experience in any type of public space (attraction, shop, bar, café)
- Understanding of basic budgets and costings and sound mathematical skills
- Good sense of humour

How to apply

Please send your CV and a covering letter outlining your suitability and highlighting how your experience fits our role description to: theresa@museumofbrands.com

If you require further information please call Theresa on 020 7908 0881

Closing date: 6pm 11th May 2014