

MUSEUM *of* BRANDS

Role Description – Weekend Duty Manager

Job Title	Weekend Duty Manager
Responsible to	Museum Manager
Works with	Volunteers, Visitor Experience and Marketing Officer, wider Museum team
Location	Museum of Brands, London, W11 1QT
Working pattern	Weekends only, approx. 50/50 split over Saturdays (09:30-18:30) and Sundays (10:30-17:30). There is potential for additional hours ad hoc as Duty Manager and working for our hires and learning teams.
Holiday	20 days plus 8 bank holidays, pro rata based on 1 day per week
Salary	£14/hour

1) Job Purpose

The Museum of Brands is looking for an enthusiastic and flexible weekend Duty Manager. This role will support the day-to-day running of the museum, including managing volunteers and will support the Museum Manager with front of house tasks including retail management, gift aid and other tasks that are time-limited or particularly suited to weekend shifts. The role would be well-suited to someone considering a future career or career change to the cultural sector, or a fast-paced return to work or retirement role.

2) Main responsibilities

Duty Managing

- Opening and closing the site including the setting of alarms and turning on all exhibition elements
- Deliver excellent in visitor experience and support FOH volunteers to do the same.
- Support the volunteer team on the day, including volunteer training and inductions.
- Managing tickets, sales and daily bookings including any groups or events on the day.
- Deal with any maintenance issues or complaints on the day, reporting any ongoing problems in the End of Day report.
- Ensure full health & safety and other procedures are adhered to during opening hours.
- Ensure the Museum is always well presented and kept in good condition.
- Maximise the number gift aided transactions on your working days, as well as transcribing and processing gift aid submissions.
- Stocktake, ordering, processing and display of new gift shop stock.

- Cashing up including processing petty cash and sending the End of Day report
- Support with the delivery of marketing campaigns, including capturing event photos, posting and responding on social media and responding to visitor enquiries.
- Other comparable duties as may be required. There is potential for additional hours ad hoc as Duty Manager and working for our hires and learning teams.

3) Person Specification

Experience	At least 1 year experience as paid staff in a busy customer facing role including taking customer payments
	Experience as a volunteer or working with volunteers
	Experience dealing with customer complaints
Skills	MS office
	Social Media including Instagram, TikTok, Facebook and X
	Design software including Canva
Desirable	Experience in a customer facing supervisory role
	Experience opening/closing a building and setting a security alarm
	Working knowledge of health and safety procedures in a customer facing role

4) Museum Responsibilities

- Demonstrate a commitment to the principles of equal opportunities, inclusivity and fair treatment for all.
- Respect all confidentiality, principles and practice of GDPR UK.
- Undertake further training as required.
- 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.
- Follow the Museum's Environmental Sustainability Policy.

5) How to apply

Please send your CV and a covering letter demonstrating how you meet the person specification to rebecca@museumofbrands.com. If you have any questions or would like to discuss the role further, please get in touch.

Please let us know if you need any assistance or additional resources to aid in your application.

6) What we offer

We are committed to building a workforce that is open for all, and welcome you to apply, even if your experience doesn't fit perfectly. With your transferable skills, you could be the right candidate for this, or other opportunities that we have.

We are working to understand our organisation better and to foster a culture that recognises and values different backgrounds, mindsets, skills, experience, knowledge, and expertise. By having greater diversity, we believe that we will be a stronger and better organisation. We therefore welcome applications from those who bring difference, and we particularly encourage applications from disabled people and people from black, Asian and minority ethnic backgrounds, as these groups are currently under-represented in the cultural sector.