Front of House Coordinator

**Job Description and Person Specification**

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| Location:  | Based in the Workhouse Museum in Ripon, with hybrid working supported. |
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| Salary Band:  | £23,700  |
| Hours of work:  | Regular weekend work will be required 37 hours/ week |
| Post length:  | Permanent |
| Responsible to:Responsible for:  | Visitor Experience and Volunteer ManagerCasual Front of House Staff |

**Background**

**Ideally we would like this role to start at the beginning of February but will wait for the right person!**

Here at Ripon Museum Trust we are passionate about delivering our Vision to ‘use our heritage assets to inspire people to seek a fairer society’. All within walking distance of one another, the Workhouse, Courthouse and Prison & Police Museums create a rich tapestry telling the complex story of poverty, crime and justice. Woven from the lives of the real people who were judged, housed and punished within these institutions, these museums offer visitors a unique insight into Victorian society.

Our Mission is:

* To use **the unique trio of the Workhouse, Prison & Police and Courthouse Museums**, our collections and the stories they tell to **help people explore big issues** such as **fairness, equality, justice and welfare**.
* Through excellent engagement, programming and outreach together we will **inspire people to become compassionate and active citizens**, shaping society for the better.
* To work for greater participation in our heritage which will **enrich lives and improve wellbeing.**
* To **work as** **one team**, with **volunteering** integral to our organisation.
* To **make a positive impact on the** **cultural and economic capital** ofRipon and its region

This is a fantastic time to join our friendly team. We have exciting times ahead, with significant funding from two national funders. Ripon Museum Trust is an Arts Council England (ACE) National Portfolio Organisation, and we’re passionate to play our part in delivering their ‘Let’s Create’ Vision and Strategy 2020-2030. Annual funding from ACE enables us to create high quality cultural programming for harder to reach audiences and develop our organisation to be more dynamic and sustainable in the long term. We are also embarking on a transformational £3.3m project, funded by The National Lottery Heritage Fund and others that promises to reinvigorate our visitor experience and the impact we can make to our communities.

This role will be key in developing and delivering a quality Front of House offer across all three of our museums which makes all our visitors feel welcomed and valued.

**Job Description – Purpose/scope, duties and responsibilities**

**Purpose/scope**

The Front of House Coordinator plays a pivotal role in ensuring that the welcome that all our visitors received is exceptional, setting the tone for a very enjoyable visit. From the customer service that we provide, to the stories we share, we know that the quality of our welcome enables our visitors to make the most of their visit with us. You’ll lead the front of house volunteer team, as well as manage the front of house casual staff, to deliver this exceptional service, and will ensure that all of our museum are fully staffed and our presentation is second to none. You’ll also be responsible for the functional elements of the role, including front of house rotas and the till system.

Inclusivity is extremely important to us here at RMT, therefore you’ll be a real people-person who can engage with a wide range of audiences and staff. You’ll also be responsible for managing the bookings at the museum, including group and room bookings as well as the small museum shop.

This role is expected to work at least one weekend day a week.

You will have responsibility for:

* Key holder for all three sites
* Maintain high presentation standards across all three sites
* Managing Front of House volunteers across all three sites
* In charge of front of house rotas for volunteers and casual staff
* Teaching volunteers and casual members of staff to work the till system
* Developing the skills and knowledge of front of house volunteers
* Manage and train casual front of house staff and cleaner
* Manage bookings for groups, and ticket sales for events
* Manage the shop including stock ordering, pricing, maintaining displays, promotional materials etc.
* Ensure the Front of House is compliant with fire safety, Health and Safety, security and Access requirements

Note: Notwithstanding the Job Purpose and Duties & Responsibilities included in this job description, the postholder must be prepared to undertake additional tasks, duties and responsibilities at the discretion of the post’s line manager. Weekend work will be required.

**Person specification**

**Essential**

* Excellent customer service.
* Strong skills in team leadership
* Adaptability and flexibility.
* Strong organisational and administration skills
* Strong written communication
* Attention to detail.
* Experience of Office 365 packages.

**Desirable**

* Experience of working with volunteers
* Interested in the work of Ripon Museum Trust.

This role is based in the museum with some working from home and hybrid working supported. We understand how important work/life balance is for wellbeing and are open to considering a variety of options, including hours of work, work patterns, secondments and job shares.

Ripon Museum Trust is an equal opportunity employer. We positively encourage applications from all areas of the community regardless of race, sex, disability, religion/belief, sexual orientation, age or gender identification. This is part of our commitment to equality and reflects the diversity of our population.

**Method of Application:**

If you are interested in this position, please complete the application form on our website [www.riponmuseums.co.uk](http://www.riponmuseums.co.uk) showing how you meet the criteria for the position by midnight on Wednesday 8 January. Interviews are anticipated to take place on Thursday 16 January. Please send the completed application form to Freya Cox, our Visitor Experience & Volunteer Manager at Freya.cox@riponmuseums.co.uk or Freya Cox, The Workhouse Museum, Allhallowgate, Ripon, HG4 1LE. ***Please do not send a CV – it will not be used for shortlisting***.

For informal discussion about this post please contact Freya Cox on 01765 690799 or email using the address above.

