

**The William Morris Society**

**Title: Visitor Engagement Coordinator**

**Hours: Part time, Alternating Saturdays (9:30am-5:30pm) and Sundays (1:30pm-5:30pm), to change in September to 9.30am-4.30pm Thursday to Sunday (Alternating)**

**Salary: London Living Wage, £13.85per hour**

**Contract: Zero hours**

**About us**

The William Morris Society aims to perpetuate the memory of one of the greatest men of the Victorian, or any, age.  The life, work and ideas of William Morris (1834-1896) are as important today as they were in his lifetime. The Society exists to make them as widely known as possible.

The Society’s Museum is based in the coach house and lower rooms of Kelmscott House. William Morris lived at Kelmscott House from 1878 until his death in 1896 and the main section of the house is still a home today. It is an exciting time for the society as we will be launching our new 70th anniversary exhibition in September and we have many other exciting improvements happening which form part of our new strategy. In addition, the society holds lectures and events, tours, school visits, family workshops and we run a thriving membership programme.

**About you**

The Society’s Museum, based at Kelmscott House in Hammersmith, opens to visitors Thursday, Saturday and Sunday from 2-5pm, and will be opening to visitors on Thursdays, Fridays, Saturdays and Sundays, 10am-4pm starting in September 2025. The Visitor Engagement Coordinator will bring Kelmscott House to life for our visitors and have excellent interpersonal skills, as well as the ability to communicate with a broad range of people both internally and externally. We require someone who is organised, proactive, reliable, flexible, and who has a great enthusiasm for working with the public and a passion for history, museums and heritage.

The postholder will be responsible for delivering a first-class visitor experience for all, including the safety of visitors and the collection and the security of the property during opening hours.

You will assist with the management of our team of volunteers, including the administration of the volunteer rota, and inducting new Front of House volunteers. You will also hold responsibility for assisting with the smooth operation of the Society’s gift shop, including tracking stock and building a foundation of product knowledge. Additionally, you will be responsible for the supervision of the Museum’s front of house operations during opening hours, which will include the oversight and training of volunteers on our till, shop, and ticketing systems, as well as providing clear customer service guidelines. This will also involve the efficient facilitation of tours which occur during open hours.

Working days will be Thursdays, Fridays, Saturdays, and Sundays (Saturdays and Sundays from now to September) and are to be shared with one other Visitor Engagement Coordinator (job-share split to be determined by line manager).

**KEY ACCOUNTABILITIES**

**Front of House Supervision and Visitor Experience**

* Act as front of house supervisor for 1-4 days per week (schedule to be agreed with other VEC’s and line manager).
* Ensure all visitors receive a warm, friendly welcome and have a safe and enjoyable visit.
* Liaise with Museum Manager and tour guides to effectively facilitate tour groups during open hours. Thorough knowledge of online ticketing and booking system, Digitickets, will be required. (Training provided)
* To champion accessible and inclusive experiences in the museum, ensuring a genuinely welcoming experience for people of all communities and diverse backgrounds
* Prepare Front of House operational materials before each session (visitor tally, payment systems, booking system, promotional items) and ensure the front of house areas are clean and presentable at all times.
* Answer visitor enquiries via phone and email and ensure all relevant visitor and retail reporting is completed.
* Work closely with the Museum Manager to ensure security of the property and to follow-through on all opening and closing procedures as outlined by your line manager.
* Ensure Front of House volunteers have a clear understanding of plans for the day through pre-shift briefings and are fully trained in each area of the museum.
* Report any health, safety or technical problems affecting visitors' experience to the Front of House Manager.
* Maintain a comprehensive understanding of all museum health & safety policies and procedures and have the confidence to put these into action in emergency situations.
* To hold responsibility for the overall cleanliness and presentation of the museum displays

**Volunteers**

* Be the main point of contact for volunteers during your working hours.
* Keep the Front of house and tour guide rota up to date, filling gaps in good time by contacting volunteers regularly.
* To work with the Museum Manager to develop a scheduling system that ensures thorough coverage of the museum during open hours.
* Occasionally assist with recruitment, induction, training and development of Front of House volunteers

**Retail**

* Maintain awareness of products carried in the shop and the addition of new products
* Hold a keen sense of product knowledge to effectively answer visitor questions, to train volunteers, and to help boost sales by sharing important facts
* Ensure the gift shop is well stocked and attractively displayed
* Support volunteers to serve in the Society’s gift shop, including delivering training on the POS system and providing product knowledge
* Build a thorough understanding of our online sales platforms for both online and in person shop sales to effectively pack and prepare online orders for despatch and keep products on offer updated on the till and online shop.

**PERSON SPECIFICATION**

**Skills & Experience**

* Previous experience in a customer facing role, preferably in a museum or heritage setting
* Line management experience is desirable but not essential
* Experience working successfully in a role with minimal supervision
* Excellent communications skills, both verbal and written
* Experience working with volunteers or as a line manager
* Experience working in a retail setting is desirable but not essential
* Strong IT skills including MS Office (ability to use, and troubleshoot digital systems with minimal supervision)

**Knowledge & Qualifications**

* An interest or qualification in William Morris, Museum Studies, Art History or similar
* Knowledge or qualification in First Aid, Health & Safety or willingness to undertake training.

**Personal Attributes**

* Ability to remain calm and organised under pressure
* To be a proactive and resourceful problem solver
* Ability to motivate volunteers and visitors alike to remain engaged with the programme and participate
* Be able to lead and delegate to volunteers and staff for successful operation of the front of house
* Confident speaking with a wide range of people and occasionally resolving conflicts or handling difficult situations in a professional and safe manner
* Ability to work flexible working days including weekdays and weekends and possibly the occasional evening on a rota basis

NB. This job description reflects the requirements of the William Morris Society as at June 2025. The role and duties of the post are subject to change in line with the future development of the William Morris Society. The William Morris Society reserves the right to make such changes as are necessary and any changes required will be discussed with the post-holder as appropriate.

If you are interested in applying for the role, please send a CV and covering letter explaining how you meet each of the criteria in the person specification to Vanessa Manson (Museum Manager) (vanessa@williammorrissociety.org,) by 9am Monday 7th July.

Please let us know within your covering email if you require any adjustments to the interview process.

We intend to interview on the 9th-11th July and we are looking for the right candidate to start as soon as possible.

For further information about the William Morris Society please see our website: https://williammorrissociety.org/

The William Morris Society is committed to being an Equal Opportunities Employer. We are keen that our workforce profile reflects the diversity of our visitors and audiences. Therefore, all jobs are open to everyone and we encourage applicants from all backgrounds, irrespective of sex, gender identity, race, disability, religion or belief, sexual orientation or age. We welcome candidates who believe they have the required skills and can make a contribution in this key role.