



The William Morris Society
Weekend Duty Manager
Part time, 0.2 FTE
Salary London Living Wage, £13.85per hour

Working days include full-day Saturday and half-day Sunday to be shared with one other Weekend Duty Manager (job-share split to be determined between duty Managers)

The William Morris Society has two exciting openings for the role of Weekend Duty Manager.

The Society's Museum, based at Kelmscott House in Hammersmith, opens to visitors on Thursdays, Saturdays and Sundays.

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

You will assist with managing our team of volunteers, including the administration of the volunteer rota, and recruiting and inducting new volunteers. You will also hold responsibility for managing the Society's gift shop, including ordering stock and sourcing appropriate products.

KEY ACCOUNTABILITIES

Duty Management

- Duty Manage on 1.5 days per weekend (10.5 hours) every other weekend, or every Saturday or Sunday (to be agreed with second Weekend Duty Manager).
- Ensure all visitors receive a warm, friendly welcome and have a safe and enjoyable visit.
- Work closely with the Front of House Manager and Curator to ensure security of the property and to lock and alarm the building.
- Ensure Front of House Volunteers know who to contact and talk to and that they receive an excellent welcome and briefing before their shifts.
- Report any health, safety or technical problems affecting visitors' experience to the Front of House Manager.
- Ensure familiarity with all Fire and Health & Safety procedures and that these procedures are always adhered to.

The William Morris Society
Kelmscott House, 26 Upper Mall
Hammersmith, London W6 9TA
Tel: +44 (0)208 741 3735
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www.williammorrissociety.org
Charity No. 1159382



Volunteers

- Be the main point of contact for Volunteers.
- Keep the volunteer stewarding rota up to date, filling gaps in good time by contacting volunteers.
- Be responsible for recruitment, induction, training and development of Front of House volunteers

Visitor Experience

- Ensure the site is clean and tidy before each session, checking facilities, displays and information
- Prepare Front of House materials before each session (visitor tally, entry fee card reader, promotional items)
- Monitor museum premises during open hours to ensure visitor and volunteer safety

Retail

- Order stock for the shop with guidance from Front of House Manager
- Ensure the gift shop is well stocked and attractively displayed before each session
- Support volunteers to serve in the Society's gift shop, including delivering training on the POS system and providing product knowledge
- Pack and prepare online orders for despatch

PERSON SPECIFICATION

Skills & Experience

- Excellent communication skills
- Ability to communicate well with a wide range of people.
- Experience of working in a customer-facing environment, ideally in a museum or heritage site.
- Experience of working with volunteers or as a line manager is ideal.
- Experience working in a retail setting is preferred but not essential
- Strong IT skills.

Knowledge & Qualifications

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- High standard of written English and numeracy.
- A knowledge or qualification in First Aid, Health & Safety or willingness to undertake training.
- An interest or qualification in Museum Studies, Arts History or similar, or willingness to learn.

Personal Attributes

- Ability to remain calm under pressure.
- Proactive and resourceful.
- Confident dealing with a wide range of people.
- Ability to work weekends and possibly the occasional evening on a rota basis.