

The Fan Museum, Greenwich

Person Specification: House Manager (Residential)

The post requires relevant qualifications combined with experience of working in a similar position. It necessitates living as a licensee in the Museum's on-site flat.

Essential qualities

1. well developed and proven administrative skills.
2. familiarity with common business and financial systems including; EPOS, Sage, Purchase Ordering, banking etc
3. ability to organise effectively and efficiently own time and workload
4. ability to be diligent, thorough, accurate and pay attention to detail
5. ability to work well with others
6. excellent interpersonal skills
7. well-developed communication skills
8. ability to think clearly using logic and reasoning
9. high standard of literacy
10. computer literate
11. ability to work independently or as part of a team
12. in their day-to-day activities post holders are expected to:
 - work with internal and external staff and others
 - organise meetings
 - conduct internet research
 - create and monitor records
 - work with databases
 - work on online ticketing
 - produce daily sales records
 - front-of-house preparation
 - shop stock control
 - manage events including catering
13. living as a licensee in the Museum's on-site flat
14. being a primary keyholder and providing resident overnight security cover
15. work alternate Saturdays
16. undertake occasional unsociable hours for meetings and events outside office hours

Desirable qualities

- Retail experience
- Trained as both a food safety and general H&S trainer
- Being a trained Fire Marshall and First Aider
- Diploma in Business Administration

Job Description: House Manager (Residential)

Purpose and aims of post	<p>Assist with the day-to-day financial practices and operational activities of the Museum</p> <p>Provide duty cover in the absence of the General Manager</p> <p>Maintain the ethos and intentions of the founders</p>
Responsible to	General Manager
Responsible for	<p>As delegated by the General Manager and including supervision of:</p> <p>Volunteers</p> <p>Casual staff where appropriate</p> <p>The operation of the Orangery</p> <p>Contractors including: gardener, cleaners, maintenance staff, etc.</p>
Key working relationships	<p>Work closely and positively with the Director, General Manager, Curator and all colleagues to:</p> <p>Ensure the success of the Museum</p> <p>Deliver the exemplary practical running of the Museum including its security and the maintenance of the building and collection</p> <p>Work closely and positively with a range of external audiences, relevant support groups, agencies and visitors including but not limited to:</p> <p>Visitors, both individual and groups</p> <p>The Friends of the Museum</p> <p>Participants in the Museum's events programme</p> <p>All helpers and supporters</p> <p>External producers of events etc</p>
Responsibilities	<p>General operations</p> <p>Assisting with day-to-day financial practices and operational procedures of the organisation.</p> <p>Researching and analysing visitor trends including events, general admission and the website</p> <p>Distributing information leaflets to appropriate markets</p> <p>Monitoring online ticketing and shop orders and process any manual orders to ensure records are kept up to date</p> <p>Reviewing and updating the online database and elements of the Museum's website</p> <p>Minuting staff meetings when necessary</p> <p>Completing and maintaining the Day Book which records all aspects of the Museum's work: staffing, deliveries,</p>

	<p>incidents etc.</p> <p>Cashing up and producing associated till reports at the close of each day and banking monies weekly</p> <p>Completing Purchase Orders and Invoices for authorisation</p> <p>Creating and maintaining of customer and supplier records and inputting invoices and expenses on Sage accountancy system in a timely manner</p> <p>Preparing reports for the weekly meeting with the General Manager and bookkeeper</p> <p>Maintaining accurate records and filing systems relating to all commercial operations to ensure proper control</p> <p>Monitoring EPOS and Back Office sales and producing statistical reports</p> <p>Helping to deliver exemplary standards of customer care and service and cultural and diversity sensitivity across all the Museum's activities</p> <p>Assisting with the training and supervision of volunteers and assigning them daily tasks</p> <p>Preparing FOH and tills prior to opening</p> <p>Organising and updating FOH and shop materials</p> <p>Maintaining the tidiness and presentation in the shop</p> <p>Maintaining stock control and the appropriate replenishment of shop items</p> <p>Working FOH and operating tills as necessary to provide cover</p> <p>Being the primary keyholder</p> <p>Ensuring that the building is opened up and locked up as required</p> <p>Carrying out routine maintenance duties as necessary, including the routine testing of fire prevention and control equipment</p> <p>Maintaining statutory compliance records for all aspects of health and safety, including Food Hygiene</p> <p>Training staff on the Museum's risk management policies and monitoring compliance</p> <p>Ensuring staff and volunteers are both aware of and follow the building and environment safety standards and identify and report any defects</p> <p>Working on alternate Saturdays</p> <p>Undertaking occasional unsociable hours for meetings and events outside normal office hours</p> <p>Undertaking other related tasks and duties in connection with the smooth running of the Museum</p> <p>Events</p> <p>Answering all event enquiries in a timely and accurate manner, updating the system and diaries accordingly and sharing details with other staff members</p>
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	<p>Raise invoices and processing payments for all events and hires</p> <p>Marketing all events-related activities and events including Private Hire, Group visits and Corporate clients</p> <p>Setting up of the room to be used as required</p> <p>Cleaning and maintenance of events-related equipment</p> <p>Completing all associated statutory Health and Safety and Food Hygiene records</p> <p>Training of events-related staff to meet health and safety standards and food hygiene requirements</p> <p>Ensuring the effective management of events-related activities</p>
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