



Soldiers of
Oxfordshire
Museum

Front of House Duty Manager (Casual)

Job Description and Person Specification

Reporting to:

Museum Director

Objective:

To provide a welcoming and professional service to museum visitors and users.

Hours:

As required. Offered hours will include weekends and will usually fall in line with the museum's standard opening hours (Tuesday-Saturday 11am-5pm, Sunday 2-5pm). Occasional evening hours to cover private events and room hire may also be available.

Salary:

£10.42 per hour

Main Responsibilities:

- To provide a high level of customer care for all visitors. This will include dealing with contractors such as cleaning and building maintenance.
- To greet visitors, sell tickets and explain what the museum has to offer.
- Keep a general check on museum and exhibits, including some cleaning and resetting activities.
- Deal with shop sales and keeping the shop tidy and appealing at all times.
- To take the lead in evacuating visitors during emergency procedures as a Fire Marshall (training will be given).
- To be the point of contact for volunteers when other staff are not available.
- To answer the telephone, respond to queries, and/or take messages.
- To work closely with the Front of House and Marketing Supervisor to ensure the room bookings facility is promoted and bookings are co-ordinated.
- To assist with general administration and marketing tasks.
- To take sole responsibility of the building during weekends as Duty Manager. Essential Knowledge: Educated to GCSE standard.

Technical Skills:

- Computer literate.



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- Excellent organisational skills.
- Excellent customer care skills.
- Excellent communication skills.

Experience:

- Previous experience in customer services or retail essential.
- Experience in the museum or heritage industry desirable.

Competencies:

- Verbal and written communication skills.
- Able to work independently and make decisions.

Eligibility Requirements:

Working at SOFO and this post are subject to some eligibility requirements. It is your responsibility to prove that you meet them:

- Age requirement
- Nationality requirement
- Criminal record requirement
- Health requirement
- Previous applications

Age requirements:

Applicants for this post must be over the age of 18. There is no upper age limit for applying and there is no default retirement age.

Nationality requirements:

You must be a British citizen, an EC/EEA national or a Commonwealth citizen or foreign national with no restrictions on your stay in the United Kingdom or your right to seek paid employment. You must produce your passport if the Appointing Officer asks to see it.

Criminal Record requirement:

The Children Act 1989 and the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (as amended). Because this post may require you to have contact with children and vulnerable adults through museum events, school visits, volunteering programmes and generally by being in contact with younger visitors, you are therefore required under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 (as amended), to reveal any criminal convictions, bindovers or cautions, including those which would normally be regarded as spent. In addition, under the Disclosure of



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Criminal Background of those with Access to Children (Children Act 1989), you will also be subject Page 3 of 3 to a Criminal Records Bureau Disclosure. From 2014, The Disclosure and Barring Service (DBS) help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). You will be asked to complete a disclosure application if offered the post. All such offers are deemed conditional upon satisfactory disclosure. This form and any subsequent disclosure from the DBS will be treated as strictly confidential. The disclosure of a criminal record, or other similar information, will not debar you from employment unless the Appointing Officer considers that the conviction renders you unsuitable for this appointment. In making the decision, the Appointing Officer will consider the nature of the offence, how long ago and what age you were when it was committed and any other factors which may be relevant. Failure to declare a conviction, caution or bindover which later comes to light will ordinarily result in summary dismissal.

Health requirement:

The successful application will be required to complete a health questionnaire and, if required, attend a physical examination by a doctor.

Previous applications:

Applicants who have previously applied to Soldiers of Oxfordshire for employment are eligible to re-apply. The successful candidate will be chosen based on performance at interview and best match for relevant experience and qualifications needed for this post. Please apply in writing with details of two referees.

Contact: museumdirector@sofo.org.uk