

## **(Part time) Front of House Supervisor – Discover Bucks Museum part of Bucks County Museum Trust**

Contract: 25.5 hours per week (flexibility may be needed to meet the demands of the role)

Salary: £16,575 (FT equivalent c. £24,000 per annum)

Start date: Negotiable, but this role is available for an immediate start

Place of Work: Discover Bucks Museum, Church Street, Aylesbury

Reporting to: Assistant Director

### Job Description:

Discover Bucks Museum is looking for a part time Visitor Services Supervisor to help manage the busy museum operations team. Taking particular responsibility for the successful running of the Museum shop and café and assisting with venue hires, this role is essential to ensure we maximise commercial opportunities whilst overseeing a small team of staff delivering great visitor experiences to our annual 80,000+ visitors. Core hours of work will be 08.30 – 17.30, 3 days per week (normally Tuesday to Saturday, with very occasional Mondays and Sundays), but flexibility will be needed in order to meet the needs of the museum and assist in the delivery of venue hires and events. The successful candidate will have previous experience of team leadership in café and retail environments, understand the need to meet income targets and financial objectives, have great customer service and team leadership skills, be an energetic team player, be comfortable working under pressure, and understand the need to prioritise workloads.

### Core responsibilities:

#### Operations

- Assisting in the daily operation of the Museum exhibitions and Roald Dahl Children's Gallery and grounds
- Locking and unlocking the museum buildings
- Supervising the daily operation of the shop and café (including hands-on service), as well as assisting with customer service for Roald Dahl Children's Gallery tickets, annual passes, tickets for courses, lectures, and events
- Actively promoting special offers and promotions, encouraging staff and volunteers to do the same
- Ensuring appropriate By Donation and Gift Aid requests are made to all visitors on entry to the Museum
- Cashing up tills at the end of the day
- Assisting in the management of site maintenance contractors, security, environmental conditions, and Health & Safety requirements to ensure legal compliance as necessary and to national Accreditation and Government Indemnity Scheme Standards

# **B** Discover Bucks Museum

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- Supervising and participating in venue hire and events on site as necessary
- Supervising the set up and tidy away of venue hire events to a high standard of presentation and cleanliness

## Team leadership

- Managing Front of House team of staff and volunteers to ensure a high standard of visitor experience and customer service
- Making regular recommendations to improve profitability of the shop and café
- Working closely with the Assistant Director and other Supervisor to swiftly and efficiently rollout any necessary or seasonal changes to the Front of House areas
- Carrying out casual staff and party host recruitment as necessary
- Delivering Front of House staff inductions
- Participating in out of hours on-call rota as a keyholder and responder

## Administration

- Creating monthly Front of House team rota to ensure adequate cover for all operations
- Programming the EPOS system for tickets, products, and stock as necessary
- Assisting with stock takes and stock management / display Supervising Gift Aid, Annual Pass and GDPR Consent data entry

## Person Specification

- Retail and catering operations experience, preferably at Supervisor level
- Experience in managing paid staff and volunteers. Good supervision & leadership skills
- Good initiative and problem solving skills
- Excellent customer service skills
- Experience of operating an EPOS system and ideally back of house EPOS management
- Good numeracy skills and ability to confidently handle cash
- Excellent team player with great interpersonal skills
- “Can do” approach and positive attitude
- Good IT skills - use of social media, MS Word and Excel
- Excellent timekeeping
- Experience or interest in heritage or cultural organisations

If you would like to apply, please do so by completing the application form and send it to



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[development@discoverbucksmuseum.org](mailto:development@discoverbucksmuseum.org). Please do not send a CV without a completed form.

Deadline for applications: There is no fixed deadline. We are looking for candidates on a rolling basis and applications will be considered as soon as they are received. If we would like to invite you to interview, we will do so within a few days of receiving your application. We reserve the right to close the vacancy at any time.

If you have not heard from us within 7 days of making an application, we regret you will have been unsuccessful at this time.