



Duty Manager

Job Description and Person Specification

Job title:	Duty Manager
Location:	Based at Charlton House & Gardens and working across Royal Greenwich Heritage Trust's portfolio of property as required
Contract:	Part Time, Permanent .8 FTE
Hours:	28 hours to include weekends and evening working on a rota basis
Salary:	c£25,000-£30,000 per annum pro rata
Reports to:	Conservation, Estates, and Projects
Direct reports:	Visitor Assistants
Criminal Records Check:	Enhanced

The Organisation

Royal Greenwich Heritage Trust (RGHT) was formed in May 2014 to strengthen the management of important historic buildings and community assets in the Royal Borough of Greenwich. These include Charlton House & Gardens and the Museum and Archive Collections of the borough. Our purpose is to help people find out about the history and heritage of the Royal Greenwich and surrounding areas; to conserve the heritage assets in the Trust's care and ensure that these assets – buildings and landscape, collections and archives – and the history of Royal Greenwich are shared with as many people as possible. Our regular activities include learning and participation – formal and informal history and heritage learning activities; visitor services – public access to Charlton House, exhibitions and events; care of heritage assets – working with partners to manage the assets in our care; and working with volunteers.

Main Job Purpose

The Duty Manager supports Conservation, Estates, and Projects to deliver the strategy agreed by the Board and KPIs (Key Performance Indicators) set out in the Trust's Strategic Plan and partnership agreement with the council.



The Duty Manager has overall responsibility for running our sites and delivering services in the business and beyond. They will lead our teams and contractors in, venue management, visitor services and security, to ensure a great customer experience is delivered for both internal and external customers.

The Duty Manager is expected to lead by example, ensuring that the estate is always presented to the highest standards.

Passionate about helping people and willing to work hard and get your hands dirty.

Competency Framework level 2

Key Activities

We try to make our job descriptions as straightforward and accessible as possible. They're not intended to set out every duty in detail, but to explain the key responsibilities so that you understand the nature of the job. How you go about doing it will be discussed and agreed between you and your manager on an ongoing basis.

All our team members are additionally expected to work to our Competency Framework.

1. To manage, motivate and work alongside the Team to continually promote a 'one team' approach within the department and organisation. Recognizing the importance of teamwork and high standards to achieve our objectives, efficiently carry out tasks and to contribute effectively in developing our services and income generation.
2. Coordinate, oversee and ensure all statutory compliance tests and services are carried out as per each site's compliance register; ensure records are kept up to date, services are booked, remedial works completed, and certification filed.
3. Working with external suppliers and contractors to deliver contracted services in cleaning and garden maintenance, repairs and maintenance and legal compliance.
4. Working with the Programming team, in particular the Venue Sales Manager and Venue Bookings Coordinator, Learning & Participation Officer and Senior Marketing Officer & Digital Officer, to finalise details of upcoming functions ensuring the team are adequately briefed, trained and services available to deliver the forthcoming bookings both short and long term.
5. Working with the Programming team to support tours if and when necessary.
6. Supervision and management of Visitor Assistants on a day-to-day basis.
7. Ensuring accurate room set up and clear down for all bookings and events.



8. Maintaining inventory of equipment and ensuring return of all issued equipment at the end of hires.
9. To assist Senior Management with volunteer recruitment, development and management to support excellent visitor services particularly during Open House events (currently the 3rd Friday of every month)
10. To assist with the coordination of all day-to-day front of house requirements to ensure that the building is prepared for, and the team delivers, a wide range of events and activities including public events, learning programme, meetings, music performances, conferences, and a wide range of other activities.
11. To ensure that the building maintains the highest standards of health and safety for all its users including visitors, staff and volunteers in line with legislation and with regard to the listed buildings.
12. To play an active part in the ongoing marketing of RGHT by ensuring all posters, leaflets and flyers are kept up to date and ensuring the team encourage visitors to use them.
13. To assist with management, coordination and delivery of a wide range of events delivered by the programming team to ensure that all necessary equipment and access requirements are met.
14. To act as key holder and be registered for Emergency Call Outs.

General

In addition to the specific duties above, all RGHT employees should be aware of their responsibilities towards the following:

1. To work as part of a team and contribute to the overall aims and objectives of the Trust.
2. To champion and promote the values and behaviours set out in the Competency Framework and act as an ambassador for the Trust.
3. Demonstrate a commitment to on-going learning and development and to participate in any training relevant to the role and to improve performance against the Competency Framework.
4. To work flexibly in response to changing organisational needs and be willing to undertake any other duty in line with the level of the job as may be required the Trust.
5. To operate in accordance with RGHT's values, policies and procedures, including but not limited to, Health and Safety, Data Protection, Equality and Diversity and Child Protection.



Person Specification

Criteria	Essential or Desirable
Demonstrable experience of day to day estates management including undertaking compliance tasks.	Essential
Experience working at a visitor attraction or similar venue ideally in a heritage setting	Essential
Experience of supervising a small team	Desirable
Evidence of delivering excellent customer care	Essential
Confident communicating with diverse audiences and dealing with operational challenges in busy environment	Essential
Understanding of Health and safety requirements in a public venue	Essential
Technical ability – confident in use of Microsoft applications including Outlook and Excel	Essential
Flexible, reliable and demonstrable commitment to continuing professional development	Essential
Good IT skills – confident with all Microsoft Office applications	Essential
Ability to work successfully as part of a team and on own initiative	Essential
Ability to prioritise own workload to meet deadlines	Essential
Willingness and ability to work flexibly in response to changing organisational requirements	Essential
Willingness and ability to work outside normal office hours	Essential
First Aid at Work qualification	Desirable

This is a description of the job as it is presently constituted. It is the practice of RGHT to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect the organisation's needs. This will be conducted in consultation with you. It is RGHT's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Dated: October 2022