

ASSISTANT MANAGER

Reports To

General Manager

Responsible For

Front of House Managers, Volunteers, Interns, and students on work experience.

Job Overview

Assists General Manager in the smooth running of the museum.

Key Responsibilities and Duties

- Recruit, train, induct, manage, and create monthly rotas for the Volunteer and Intern team to ensure all necessary positions are covered. This includes ensuring that the volunteer “Front of House Managers” are fully aware of all their duties and properly trained.
- Ensuring that Gift Aid is requested from all Museum visitors.
- Devise and deliver events linked to temporary exhibitions and family-friendly events.
- Support, and at times deliver educational workshops with the General Manager.
- General admin including school bookings.
- Monitor stock levels and assist the manager with ordering essential stock.
- Ensure museum information sheets, quizzes, trails, language guides, etc. are well stocked and visible.
- Social media marketing.
- Assist with the museum’s inventory and collections management.
- Assist with non-core events including managing evening events, setting up and clearing up, and securing the museum.
- Ensure the cleaning rota is carried out every day and assist as necessary.
- Key holder for the museum.

Essential criteria

- Educated to degree level (or experience) – museums, marketing, events management, customer service focus.
- Experience in and understanding of volunteer management and good practice.
- Experience in social media marketing.
- Experience in using digital software.
- Knowledge of MS Office applications.
- Office administration experience.
- Interest in museums.
- Customer service experience.

- Commitment to equal opportunities.
- Able to work evenings, weekends, and Bank Holidays as required.
- Enthusiastic.
- Team player.
- Hands-on, leads by example.

Desirable criteria

- Museum experience.
- Working with children and families
- Understanding of SPECTRUM standards

Hours of work

Initially Tuesday – Friday 9.30 am-5.30 pm, Saturdays 10.30 am- 5.30 pm. When the museum opens on a Sunday this will become part of the rota for this post. When the museum inventory is being worked on there is the opportunity to work on a Monday when the museum is closed to the public, rota adjusted accordingly.

Annual leave

25 days annual leave plus Bank Holidays

Closing date Wednesday 7th June 2023.

Interviews will be held on Thursday 22nd June 2023.

Please send a CV and Covering Letter to: Jan Etches (General Manager) at info@brightontoymuseum.co.uk. Postal applications must be received by the deadline date.