



BENJAMIN FRANKLIN HOUSE

36 Craven Street, London

Job Description Weekend House Supervisor

Job Title	Weekend House Supervisor
Hours	Saturday and Sunday, 10am – 5.30pm (Shared role on flexible rota)
Pay	£10.20 per hour
Responsible to	Operations Manager and Director
Application	Send a CV & Cover Letter to Caitlin Hoffman, Operations Manager, Benjamin Franklin House, 36 Craven Street, WC2N 5NF or info@benjaminfranklinhouse.org
Application due date	Monday December 2 nd 2019 – 10:00am

Background

Benjamin Franklin House, built circa 1730, is a Grade I listed building located near Charing Cross. For nearly sixteen years between 1757 and 1775, Dr. Benjamin Franklin – scientist, diplomat, philosopher, inventor and US Founding Father – lived behind its doors.

By the end of the twentieth century after years as a lodging house and offices, the building was threatened by dilapidation. Rescued from dereliction by a dedicated group of American and British citizens, it opened for the first time on 17 January 2006, Franklin's 300th birthday, as a unique museum and learning facility that illuminates the little-known history of Franklin's pivotal years in London.

Today the House has three primary offerings: A *Historical Experience* which uses live performance, sound, and visual projection to tell the important story of Franklin in London in his own words; a *Scholarship Centre*, which serves as a hub for Franklin-related study; and a *Student Science Centre* which encourages school children to satisfy their historical and scientific curiosity, free of charge.

Main Duties and Responsibilities

The Weekend House Supervisor is responsible for the welfare of the building and the smooth running of its public offerings during the weekends. The successful candidate will:

- Be responsible for the House over the weekends; the Weekend Supervisor is the only member of paid staff on-site during these times
- Manage and train weekend volunteers
- Manage front of house including the smooth running of the Historical Experience ensuring an excellent level of customer service for all visitors
- Manage the shop/box office, accurately record details on the booking system, and oversee basic financial procedures
- Lead guided tours of the building when required
- Sell merchandise, tickets, event tickets, and provide information about other offerings including venue hire, donations, and school visits

36 Craven Street, London WC2N 5NF United Kingdom

Telephone +44 (0) 20 7839 2006

www.BenjaminFranklinHouse.org

The Friends of Benjamin Franklin House (UK) registered charity no. 276066

Registered in England company no. 01362091

- Be knowledgeable about the House and provide information to visitors; encouraging visitors to leave feedback
- Adhere to and enforce House health, safety and security practices

General Responsibilities

- Represent the House in a friendly and professional manner
- Assist Operations Manager, Education Manager and Front of House & Marketing Supervisor with tasks

The role will be offered on a flexible rota and is shared by another Weekend House Supervisor already in post. For more information on the House, please visit www.BenjaminFranklinHouse.org

Person Specification

Knowledge/ Qualifications	
Undergraduate in Museum Studies/History/Archaeology or similar	Desirable
First Aid Certificate and/or Fire Marshal training	Desirable
Previous Experience	
Previous experience of working with the public	Essential
Previous experience of working in a museum and/or shop in a paid or voluntary capacity	Essential
Previous experience giving guided tours	Desirable
Skills	
Proficient in MS Office applications. Confident using booking systems	Essential
Clear written and spoken English	Essential
Personal/ Other	
Responsible and able to work independently, without supervision	Essential
Experience of managing or leading a team	Desirable
Ability to communicate effectively with members of the public and speak to confidently to groups	Essential
Personal interest in historic houses, museums and/or American History	Essential
Ability to make informed decisions under pressure	Essential