

**Job Description**

Front of House Supervisor

**Job Title:** Front of House Supervisor

**Hours:** 9:30am – 6:00pm 4 days per week (34 hrs per week) Thursday – Sunday

**Pay:** £22,000 per annum

**Responsible to:** Operations Manager & Director

**Application:** CV & Cover Letter detailing your suitability for the role to Operations Manager, Benjamin Franklin House, 36 Craven Street, London WC2N 5NF or [info@BenjaminFranklinHouse.org](mailto:info@BenjaminFranklinHouse.org)

**Closing Date:** Thursday 24th June 2021, 5pm

**Interview Date:** Week of 5th July, 2021 (subject to change)

**Background**

Benjamin Franklin House is a Grade I listed Georgian building, located in the centre of London, just off Trafalgar Square. For nearly sixteen years between 1757 – 1775, Dr Benjamin Franklin – scientist, diplomat, philosopher, inventor and US Founding Father – lived at 36 Craven Street.

Though built as a lodging house, the building was over time used as a hotel and as a base for several non-profit groups. By the late 1980’s, when the Friends of Benjamin Franklin House were granted the building’s freehold from the British government, the property was in dire condition.

After extensive conservation, museum design and installation, Benjamin Franklin House opened to the public for the first time on Franklin’s 300th birthday in January 2006. It is the world’s only remaining Franklin residence and is now a dynamic museum and educational centre.

Our primary offering is the Historical Experience which uses the House’s historic rooms as the stage for a drama which seamlessly integrates live performance, and cutting-edge lighting and projection technology to present the excitement and uncertainty of Franklin’s nearly 16 years in London.

**Main duties and responsibilities**

The Front of House Supervisor will be responsible for ensuring the highest levels of visitor satisfaction and managing the volunteer team to ensure smooth running of daily operations.

Front of House Duties

* Open and close the House mornings and evenings (along with other keyholders)
* Supervise front of House and Box Office/shop ensuring
  + All visitors are made welcome
  + All visitor questions addressed
  + Ticket, merchandise sales, and event bookings are accurately recorded
* Daily management of volunteers, including training, creation of volunteer materials, scheduling and allocation of tasks
* Assist Education Manager with the recruitment of volunteers
* Oversee the running of the Historical Experience show and architectural tours
* Ensure exterior signage is well maintained
* Assist with basic financial tasks related to the Box Office
* Supervise group bookings; promote, organise and oversee visits
* Collect visitor feedback and prepare weekly visitor metrics
* Ensure a consistently excellent standard of visitor services across weekdays and weekends, with support from the Weekend Supervisors

General Responsibilities

* Represent the House in a friendly and professional manner
* Assist with events, room hire and operational activities as required
* Assist the Director and Operations Manager in implementing the House marketing plan and engage in other marketing activities
* Promote the House and its public offerings
* Some evening work required

For more information on Benjamin Franklin House, please visit [www.BenjaminFranklinHouse.org](http://www.BenjaminFranklinHouse.org)

**Person Specification**

Front of House

Supervisor

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| **Knowledge/ Qualifications** |  | **Method of Assessment** |
| Fire marshal training and/or first aid certificate\*  \*Training will be provided in the role should the successful candidate not have these qualifications | Desirable | CV |
| **Previous Experience** |  |  |
| Minimum one year experience of working in a museum and/or shop in a paid or voluntary capacity | Essential | Application (CV and Cover Letter) + Interview |
| Previous experience of working with the public | Essential | Application (CV and Cover Letter) + Interview |
| Previous experience giving guided tours or public talks | Essential | Application (CV and Cover Letter) + Interview |
| Previous experience of working during events | Desirable | Application (CV and Cover Letter) |
| **Skills** |  |  |
| Proficient in MS Office applications, especially Excel | Essential | Application (CV and Cover Letter) |
| Clear written and spoken English | Essential | Cover letter + interview |
| **Personal/Other** |  |  |
| Responsible and able to work independently, without supervision | Essential | Cover Letter + Interview |
| Ability to lead and motivate volunteers | Essential | Cover letter + Interview |
| Ability to make informed decisions under pressure | Essential | Cover letter + Interview |
| Ability to communicate effectively with members of the public and speak to confidently to groups | Essential | Cover letter + Interview |
| Personal interest in historic houses, museums and/or American history | Essential | Cover letter + Interview |