

**Recruitment Pack**  
**Duty Managers**  
**1 February 2024**

**1. About Museum of Homelessness**

Museum of Homelessness was founded in 2015 and is created and run by people with direct experience of homelessness. Led by our community, the museum does four things:

- we make tomorrow's history by building the national collection for homelessness,
- we take direct practical action in support of the community,
- we fight injustice with our independent research and campaigning, and
- we educate on homelessness by working with artists and creatives to make unforgettable art, exhibitions, and events.

We are quite small – to date, our income has never exceeded £200k pa – but we have punched above our weight. Our work has been recognised with prestigious awards: Calouste Gulbenkian Award for Civic Arts Organisations (2021), Research Centre for Museums and Galleries Activist Museum Award (2021), Temporary or Touring Exhibition of the Year at the Museums and Heritage Awards (2022).

In late 2022, we announced that we would be occupying new premises in 2023 – Manor House Lodge in Finsbury Park. The transition to a new space is a big moment of change for the organisation, and we are excited to be expanding the team for this next phase of MoH's journey. The new site is highly anticipated and was listed by The Guardian, Time Out and the Art Newspaper as a cultural highlight for 2023. Opening has been delayed to May 2024, but we are excited to finally share the site with the public.

We are recruiting 6 Duty Managers to help us make it happen! This is an opportunity to join an award-winning crew and play a key role in supporting the Museum of Homelessness community to make history.

## **2. Practical information about Pay and Terms of Employment**

The Duty Manager role is offered as a casual contract, meaning that dates for shifts will vary and will be set on a monthly rota. The salary rate is set according to MoH's flat pay structure which is equivalent to £34,800 pa. All roles in MoH are paid at the same rate as part of our commitment to equity. All MoH roles have additional benefits and support built in including wellbeing support and training and development.

Flexible working for this position will be important, and the post-holder will be expected to undertake onsite delivery of activity at MoH's new building. This is not a role that is appropriate for remote working. Regular evening and weekend work will be required for the role, as is the case for all team members delivering on MoH's new site.

## **3. Purpose and overview of role**

The Duty Manager role is an essential role supporting the operational delivery of MoH in our new home in Finsbury Park. From this site, we will run a vibrant, community-led programme involving a wide range of people. Our work spans community organising, social justice work and cultural producing. The site will operate 50% of the time with community activity and 50% of the time with public programme (cultural content, talks, workshops).

The duty managers will be responsible for the day-to-day operation of our new site on a rota basis and for ensuring that visitors to the site have a safe, welcoming and inclusive experience.

## **4. Scope of role**

The scope of role covers site management and front of house management. The Duty Managers will have key responsibility in areas of site operations including health and safety, access and inclusion, resourcing, and emergency procedures.

## **5. Core responsibilities**

- Set up and preparing site for events and community activity.
- Overseeing close down functions including end of day packing up, cleaning down and locking up processes.
- Supervising activity on site, including responsibility for volunteers, visitors and community members.
- Ensuring the site meets health and safety and event regulations at all times.

- Supporting MoH Object Storytellers on public open days.
- Welcoming visitors and overseeing guestlist and ticketing processes.
- Overseeing retail and catering activity onsite.
- Handling administrative day duties including petty cash, volunteer expenses and producing day reports for tickets and retail sales.
- Ensuring the museum's collection is safe and secure during opening times.
- Managing booking systems for internal rooms and ticketing systems for external events, as well liaising with attendees.
- Writing up handover notes and feedback for core team members for the purposes of evaluation.
- Acting as First Aider and Fire Marshall (full training will be given)
- Following MoH's Safeguarding Policies and Procedures including making referrals to MoH's Designated Safeguarding Lead where necessary (full training will be given)
- Working with emergency services and statutory agencies where necessary.

## 6. Person specification

MoH particularly welcomes people with lived experience of homelessness, poverty and/or housing precarity to work with us, but sharing this information is not required as part of our recruitment processes or as part of working with MoH. We would expect any post-holder to actively engage with issues affecting the community and broaden their knowledge of homelessness as part of their role.

<b>Duty Manager: Person specification</b>	<b>Essential</b>	<b>Desirable</b>
Experience of management responsibilities either a visitor services/front of house operation in arts and heritage or in hospitality.	<b>Y</b>	
Experience of managing booking and ticketing systems	<b>Y</b>	
Ability to demonstrate excellent visitor or customer service	<b>Y</b>	
A track record of nurturing relationships with a wide range of stakeholders to achieve productive results for your organisation	<b>Y</b>	
Good working knowledge of health and safety, safeguarding and other relevant regulations and legislation	<b>Y</b>	
Experience of working with external contractors to enable smooth running events	<b>Y</b>	
Track record of running events (whether community or public events)	<b>Y</b>	
A track record of motivating and nurturing volunteers and/or a Front of House Team	<b>Y</b>	
Experience of managing petty cash and reconciling daily finances	<b>Y</b>	
A practical approach and a willingness to muck in	<b>Y</b>	

Competency across social media platforms	Y	
Ability to problem-solve	Y	
Understanding of a trauma informed approach		Y
Is compassionate and friendly	Y	
Open to learning	Y	
Punctual, reliable and flexible	Y	
Excellent time management skills	Y	
Excellent organisational skills	Y	

## 7. Application dates & process

To apply, please send a CV and cover letter or a CV and short video explaining why you want the job and how you meet the person spec.

Please also share two references. We won't contact them without your permission.

The deadline is 8th March, 2024

If a different format of application might suit you better, please contact us:

Adam Hemmings  
[adam@museumofhomelessness.org](mailto:adam@museumofhomelessness.org)

For an informal conversation on the brief, please email Matt to arrange a phone call.

1. Application deadline – 8th March, 2024
2. Interviews – 13<sup>th</sup> or 14<sup>th</sup> March, 2024
3. Notifications – 18<sup>th</sup> March, 2024
4. Start date – w/c 1st April, 2024

### Inclusion

We want to be an inclusive museum. Museum of Homelessness actively works to interrogate and dismantle unequal power structures in society. We don't always get things right, but we keep learning as we go, and we always try our best. Our work is powerful because it is honest, and it is shaped by people who have experienced all kinds of inequality.

Together, we believe that to fight homelessness and poverty, we must simultaneously fight all other forms of marginalisation. If this statement and purpose resonates with you due to your experiences and/or identities, we would particularly love to see an application from you.

NB: You are not expected to disclose your experiences as part of the application or as part of your work with MoH.

### Access

Please let us know about any adjustments we can make to ensure the recruitment process is accessible for you.