

JOB DESCRIPTION

Job Title: Duty Manager

Accountable To: Operations Manager

Responsible For: Facilities and Maintenance management.
Volunteers, Visitors and Programs.

Principle purpose of the post:

The Duty Manager role will be to ensure that visitors to the Centre receive a warm, professional welcome and service, that infrastructure is maintained in a way that makes the heritage of Clare Cottage and the surrounding countryside accessible to all via the tours, walks and community programme. The Duty Manager will be involved in leading heritage and community development events and activities and the day to day supervision and the training of the on-site volunteers.

Duty Managers will be responsible for an effective facilities management and maintenance program at the Centre, the maximisation of on-site merchandising in the retail outlets and achievement of retail sales targets (sales area(s) and cafe), the achievement of on-site events and conference targets, public relations and the optimisation of visitor numbers via the visitors diary and walk-ins, on-site fundraising and gift aid conversion of admissions and donations.

The post(s) are part-time positions and the incumbents (3) will be expected to maintain a fully operational facility seven days a week or on an as needed basis, which will include some evenings and weekends.

The role combines weekly and monthly reporting on:

- Centre Facilities Maintenance
- Supervision of volunteers
- Visitor numbers
- Retail & financial receipts and controls,
- Events and conference activities,
- Community programme,
- Parking management,
- Health Safety and Risk Management,
- Administration reporting.

Core Responsibilities all Duty Managers:

1. Facilities Management

- Maintenance Plan
- Risk Management
- Complaints
- Key Holder-(emergency call out)
- To manage and monitor cleaning and caretaking services for the Centre
- To be responsible for the security of the Centre buildings and the collection.

2. Volunteer Supervision

- Volunteers on- site Training

3. Programs

- Programming
- Marketing

4. Facilitate activities within the centre

- Artist in Residence
- Learning Garden
- Income Program

5. Control visitors diary

- Education
- Specialist
- Walk Ins
- Events

6. Retailing

- EPOS
- Stock & Merchandising
- Cash Handling, Banking and Credit Cards

Admissions

- Gift Aid Management

Cafe

- Food Hygiene
- Health and Safety
- Menus & Preparation –(drinks& light snacks)

7. Parking

- On and off site parking of Cars and Coaches

- Disabled
- Traffic Management

8. Other

- Clare Cottage Talks/Presentations
- Duties as required
- Good IT skills with experience of a range of IT applications, including Microsoft Office and the use of databases
- Excellent professional written and verbal communication and interpersonal skills. Written skills are particularly important.
- Ability to lead and manage a team
- Driving Licence and access to transport

DM2-Volunteers, Learning Garden, Learning at Leisure.

Responsibilities

- 1.1 To recruit, supervise, manage, motivate, develop and support Volunteers'
- 1.2 To manage and prioritize the workflow, ensuring work is allocated and supervised according to the competence, experience and capacity of staff and the complexity of the work, within statutory requirements, quality standards and organisational policies.
- 1.3 To be responsible for ensuring that the JCT'S ethos, values and beliefs are maintained and promoted in the delivery of its volunteer-led support services.
- 1.4 To manage and deliver a regular reporting structure between members of the Volunteers' Support Team and the staff.
- 1.5 To identify opportunities for improving current volunteer-led support services and developing new ones.
- 1.6 To promote JCT's volunteer-led support services by giving presentations, information sessions and attending or speaking at conferences, as appropriate and necessary.
- 1.7 To conduct supervision and annual appraisals for Volunteers' Support Team staff.
- 1.8 To identify staff training needs and to liaise with the EO to meet those needs as far as possible within the budget.
- 1.9 To monitor the fees and expenses of the Volunteer Support Team
- 2.0 To review policies and procedures and evaluation documents on a regular basis.
- 2.1 To comply with JCT's health and safety, equal opportunities, child protection/vulnerable adult policy, data protection, confidentiality and other policies.

Learning Garden

- 1.1 To develop a qualification program in association with external providers.

- 1.2 To update the development and implement a horticultural procurement strategy.
- 1.3 To design and ensure delivery of a horticultural growing programme to Enable JCT to become as self-sufficient and sustainable in this area as possible.
- 1.4 To consider potential uses of surrounding land and resources.
- 1.5 To work with existing staff to ensure and embed good horticultural practice across the organisation ensuring a quality service provision and delivering training as required.
- 1.6 Experience in making formal presentations to differing audiences
- 1.7 Teaching or training qualification/experience
- 1.8 Awareness/knowledge/experience of disability
- 1.9 Horticultural Creativity/Design Skills
- 2.0 Supervising and training staff and volunteers
- 2.1 Designing landscaping schemes
- 2.2 Promoting the benefits of the countryside through events, leaflets and displays
- 2.3 Fund-raising and managing a budget
- 2.4 Dealing with enquiries from the public

Learning at Leisure

- 1.1 Prepare lesson plans for classroom instruction and obtain or prepare instructional materials for use.
- 1.2 Prepare written instructional objectives by stating long term goals for each student, the approach used to achieve those goals and projected schedule of achievement in accordance with state and federal guidelines.
- 1.3 Prepare lesson plans, regularly, in order to instruct in the adult literacy area using appropriate teaching skills, techniques and aids based on Adult Literacy Teacher's Curriculum Guide.
- 1.4 Instruct/accommodate students with special needs by selecting and requisitioning materials and by developing and/or adapting them for the specific needs.
- 1.5 Promote lifelong learning and integrate work ethics into the lesson plans.
2. Provide learner guidance to students.
3. Evaluate students' progress and performance in attaining goals and objectives.
- 4.1 Promote the adult education program to public and private organizations through the Service Delivery Area.
- 4.2 Develop and effectively maintains a network of appropriate community contacts.
- 4.3 Collaborate local authority organisations to establish literacy goals.
- 4.4 Provides appropriate information and/or input in community meetings pertaining to adult education functions and services provided
- 4.5 Writes effective and professional articles in support of the adult education program.
5. Prepare and maintains all required documentation and administrative reports.
- 5.1 Prepare and submits student's progress and participation reports in accordance with the prescribed guidelines. Conducts follow-up surveys.

- 5.2 Ensure documentation meets all required organizational and accreditation policies.
- 5.3 Analyze collected data for program improvement.
- 5.4 Compile and submit reports in a timely manner to appropriate personnel.

Poetry Prize
Bard of the Fens

Contract:

You will be paid for :

151.5 days per year
2 ½ core days per week =130 days
Cover and additional days
on an as needed basis = 21.5days
Annual Salary = £10605pa

Theses posts are subject to a satisfactory CRB Check.

Holidays 11 days per year

Rotas 3 week recurring:* possible evening shift or Wed. Am/pm

Application Process:

Applications will only be accepted on the authorised application form to be found on the website www.clarecottage.org/opportunities or by request to the address below.

CV'S WILL NOT BE ACCEPTED.

Please submit via email if possible

Closing date **Open**

Interviews at Clare Cottage Helpston

The post to commence on asap

These vacancies are funded by the Heritage Lottery Fund until 2012 after which it is anticipated to extend the contracts through the sustainability program.

The Executive Officer, The John Clare Trust, Clare Cottage, Helpston PE6 7ED

Email: opportunities@clarecottage.org