



JOB DESCRIPTION

Job title:

Duty Manager

Reporting to:

Head of Operations and Visitor Experience

Direct Reports:

None - Shift management and supervisory only

Salary:

£25,000 (FTE)

Working Hours:

Days of work: 5 days/37.5 hours per week with a 30-minute unpaid break

Working week: Monday to Sunday on a rostered basis

Hours of work: Daytime with minimal evening cover

All part time requests will be considered in line with the organisational requirements

Location:

Painshill, Portsmouth Road, Cobham, Surrey, KT11 1JE

The role:

The role involves managing daily visitor operations at Painshill, focusing on delivering a safe, welcoming, and high-quality visitor experience. The position requires leadership in front-of-house activities, safety compliance and operational support to ensure the smooth delivery of all activities on site.

Main responsibilities and tasks

- Strive for excellence so that everyone who visits has an inspirational and unique experience. Embracing a culture where visitors feel well informed, welcomed, and intrigued to find out more.
- Deliver excellent in- person and online customer service to everyone visiting Painshill ensuring that all transactions, queries and feedback are handled in a respectful and high-quality manner.
- Oversee venue safety and security: Responsible for opening and closing duties, conducting site checks, monitoring health, safety, and facilities, and acting as first aider and fire incident controller to maintain a safe environment for visitors and staff.
- Lead and support: Conduct daily briefings, manage cash handling procedures, and support front-of-house staff to ensure excellent customer service and venue presentation.
- Manage operational and administrative tasks: Support group and contractor visits, assist with room bookings, cover breaks, handle deliveries and stock, perform administrative duties, liaise with finance on cash handling, and actively seek and evaluate visitor feedback and service improvements
- Customer facing: Be the point of contact for any visitor queries, issues or concerns ensuring a positive and professional response.
- Own and promote high standards: for every aspect of the front of house, including cleanliness, uniforms, delivery management, storage, staff and public area presentation, key message utilisation, feedback management, accessibility, and inclusivity.
- Delivery of programming and events: In close collaboration with the development team and volunteers, act as shift manager to deliver and exceed expectations on all customer facing activity.

Duty Managers are responsible for providing every visitor to Painshill with a welcoming, engaging and safe experience. This includes, but is not restricted to:

- Abiding by and implementing company health and safety policies, risk assessments and safety procedures. Leading fire evacuation, supporting lost children/found children and their families and overseeing first aid provision and administering first aid as required.
- Complete the safe opening and closing of Painshill seven days a week—through procedural compliance, and clear implementation of cash handling policies in line with agreed financial controls.
- Adopt secure financial management across daily tasks. Use compliant working procedures to safeguard the organisation's financial security.
- Adopt a culture of trust and transparency, provide, document, and learn from feedback.



- Be compliant across all areas of the front-of-house—across data, financial, and health and safety in line with company policies and procedures. Share thoughts, suggestions and improvements openly and with confidence.
- Consider income generation, in line with our commercial strategy, that supports Painshill's charitable purpose, including:
 - Drive conversion of visitor to membership at point of sale.
 - Encourage repeat visits and retention of memberships by providing an excellent visitor experience.
 - Drive secondary spending in the areas of food and beverage, retail, and additional visitor experiences (music/theatre, etc.)
 - Ensure Gift Aid is understood, promoted, and reported on.
 - Proactively learn about products that are available including updates and additions and programming.
 - Implement compliant data-gathering to support the Painshill database and future engagement opportunities.
- Be an ambassador and Painshill's "face" and "voice" — Celebrate and share with confidence Painshill's narrative; spend time learning about and discussing Painshill's past, present, and future plans.
- Be a sincere, enthusiastic guardian and cultivate a culture of excellence and stewardship.
- Manage the front of house volunteers, supporting them in their daily tasks, be open to feedback and look for ways to support them in so continuously improving the customer experience.

Person specification

Essential

Qualifications and Experience

- Positive, pro-active approach to teamwork
- Excellent written and oral English language communication skills
- Experience of supervising in a customer facing role
- Experience and understanding of basic H&S and Fire Safety
- First aider or willingness to receive training as part of induction

Skills and Personal Qualities

- Strong understanding of and commitment to embedding equality, diversity and inclusion in all you do;
- Customer service champion
- Calm, clear headed and able to respond to issues with a professional solutions-focussed approach
- A self-starter with energy and initiative



- A clear communicator, able to engage with colleagues and visitors
- A team player committed to building positive internal and external relationships
- Computer literate and able to use all the major software packages and platforms as required
- Ability to be self-reflective, seek feedback and adapt and grow with the role
- Awareness of impact on others and the ability to actively contribute to a positive workplace environment.
- Awareness of current sector challenges and willing to innovate and continuously improve
- Agile approach and open to change

Desirable

- Previous experience in a similar role in a heritage, culture or natural environment
- Previous experience of working in or with a charity

To Apply: Please send CV and covering letter to Recruitment@painshill.co.uk

Closing Date: We will review applications on a rolling basis

Interview Date: w/c 17 November 2025

Start date: ASAP