

# BLETCHLEY PARK

## Job Description

<b>Job Title:</b>	Duty Manager
<b>Department:</b>	Operations
<b>Reports to:</b>	Head of Operations
<b>Reporting Staff:</b>	None
<b>Other:</b>	This post will have overall management of customer facing volunteers.

### Main Purpose:

To manage the daily operation of the Bletchley Park Heritage site. Working in partnership with teams across the site to ensure standards of customer care and Health and Safety are in line with the aims of the Bletchley Park Trust.

Due to the nature of this role, this post requires a high level of movement across the site throughout the day.

### Person Specification:

*The position requires the following, skills, abilities and personal attributes:*

1. The ability to lead and co-ordinate a diverse team of volunteers to ensure a seamless and enjoyable visitor experience and the smooth running of the site
2. Excellent inter-personal skills and a willingness to assist others
3. The ability to solve problems and work under pressure
4. A team player who can build and maintain positive relationships
5. Numerate, methodical, with excellent attention to detail.
6. A knowledge of and interest in the Bletchley Park story and a willingness to promote the Trust's mission.

*The following experience or knowledge is essential:*

1. Experience in a supervisory / management role
2. Strong IT skills and confident in using MS Office software (Excel, Word, Outlook, Sharepoint and Teams)

*The following skills are desirable:*

3. Experience in a duty manager role
4. Experience in managing visitors within a busy tourist attraction or similar

**Key Responsibilities:**

1. To ensure the efficient running of the Bletchley Park site, including oversight of:
  - a. The management of visitors to the Park
  - b. The volunteer requirements of the site
  - c. Guided Tour programme
  - d. All group and school visits
  - e. Car parking
  - f. Visitor satisfaction
  - g. Health and Safety requirements
  - h. Security of the site including the grounds, buildings and the visitors
  - i. Catering – reporting to the Head of Operations, any unsatisfactory service or conditions
  - j. Special events and lectures
2. Working in partnership with departments to ensure the visitor experience runs smoothly
3. Build and maintain a positive relationship with all departments of Bletchley Park Trust to ensure that we are delivering the service expected by the Trusts mission statement
4. Develop friendly collaborative relationships with other organisations working from Bletchley Park or in partnership with Bletchley Park Trust.
5. To ensure a detailed handover takes place between post holders.
6. On the day of duty, to specifically:
  - a. Oversee the switching on and off the interactive exhibitions
  - b. To update the log of interactive issues as they occur
  - c. Work with the catering management team to ensure consistently high levels of visitor service are met
  - d. Before museum opening, hold a brief operational meeting with all staff and volunteers on-site that day
  - e. Manage volunteers (guides and stewards), including break cover and rotation of duties.
  - f. To take ownership of and effectively manager any visitor queries or complaints
  - g. To remain on-site until all museum visitors have left the site
  - h. To allocate First Aiders and oversee any First Aid requirements and ensure the correct documentation is completed
7. At the end of duty to produce a Duty Manager report with key statistics and details of matters arising with resolutions
8. Support with administrative duties, including shift scheduling as required.
9. To produce any other reports for management as required
10. To undertake any other duties as reasonably requested.

**Conditions:**

On site role based at Bletchley Park (MK3 6EB)

Part time, permanent position

Working 111.5 days per year, Monday to Sunday on a rota basis, with a minimum commitment of 2 working days a fortnight with additional days being worked during peak season, March – September and for special event days throughout the year. Usual hours of work will be 8.30am to 6.00pm.

Based at Bletchley Park, Milton Keynes.

Working as part of a small team, flexibility to work together to cover absence or onsite events will be required, as needed.

**Benefits:**

Annual salary £18,806.15 pa, based on £38,200 pa FTE, rising to £19,552.81 pa. based on £39,716.64 pa FTE post probation.  
Company Pension scheme  
Healthcare cash plan  
Holiday 33 days per annum FTE (including statutory holidays), pro rata for part time

**Other:**

Bletchley Park Trust is committed to, and values the principles of diversity, equality and inclusion. We strive to provide an inclusive and supportive working environment where all our team feel respected and supported in fulfilling their potential. We acknowledge and value the benefits of a diverse workforce and welcome applications from people of all backgrounds and are committed to ensuring that our recruitment process is transparent, fair and as inclusive as possible for all applicants.

No smoking is permitted in any offices or buildings.

**Contact Details:**

Tracy Brighten  
HR Officer  
Bletchley Park Trust  
The Mansion  
Bletchley Park  
Milton Keynes MK3 6EB

Telephone 01908 272679  
[www.bletchleypark.org.uk](http://www.bletchleypark.org.uk)