



Front of House Coordinator Job Description

Location	Nothe Fort, Barrack Rd, Weymouth, Dorset, DT4 8UF
Job Purpose	This role will be responsible for co-ordinating the Front of house team of staff and volunteers and working with the General Managers, ensuring a positive visitor experience and the successful trading of the gift shop.
Hours	Full-time (37.5 hours). Monday-Sunday 09.00-17.00 depending on contracted hours and days. The role holder must have a flexible approach and be prepared to occasionally put in additional hours as required.
Salary	£26,500 p/a
Main responsibilities	<p>Visitor Experience Ensure the provision of an excellent visitor experience and support the day-to-day operation of Nothe Fort to include</p> <ul style="list-style-type: none"> • Ensuring the team offer a welcoming environment to our visitors • Contributing to Health & Safety, First Aid and Safeguarding procedures. • Ensuring all Front of House (FOH) areas are kept clean and tidy • Responding to enquiries and complaints • Ensuring Visitor surveys are completed • Supporting the management of holiday activities <p>Front of house team management</p> <ul style="list-style-type: none"> • To manage the flow of communication with the Front of house team. • Support FOH team to follow Fort procedures. • Liaise with the Deputy General Manager to ensure reception and shop have adequate staffing. • To work with the Deputy General Manager to ensure that volunteer management software 'Better Impact' is kept up to date. • Support FOH work experience placements. • To be responsible for the opening and closing of the fort as required

	<p>Admissions</p> <ul style="list-style-type: none"> • To oversee the day to day running of the EPOS admission and shop till systems • Managing admission queues • To Induct, train and support all new team members to use the till systems. • To oversee Gift Aid and to ensure that the opportunity to maximise Gift Aid potential is reached. • To ensure all Fort financial procedures are maintained and adhered to, including till draw management, safe management and banking procedures. <p>Trading Company</p> <ul style="list-style-type: none"> • Ordering of stock for the gift shop, completing purchase orders and deliveries working closely with the Deputy General Manager. • Working with the Deputy General Manager in the pricing and presentation of shop merchandise. • Undertake stock control, monthly financial reporting and any other appropriate administration tasks. • To assist the Deputy General Manager with weddings. <p>Other</p> <ul style="list-style-type: none"> • Anything else that may be required by the organisation from time to time (flexibility is expected in this role).
Responsible to	Deputy General Manager
Reports to	Nothe Fort Management Committee
Date last reviewed	February 2025
Diversity and Equality	The Nothe Fort Management Committee values everyone as an individual and welcomes employees and volunteers from all sections of the community.

If you would like to discuss the role in more detail, please contact Amanda Evans at amanda.evans@nothefort.org.uk or on 01305 766626

Please could you send your c.v. and a covering letter (explaining how your specific skills and experience match the role of Front of House Coordinator) to amanda.evans@nothefort.org.uk

Deadline for application is **Monday 3rd March at 9am.**

Interview date is **Friday 7th March** (please ensure you are available on this date when you apply).



Front of House Coordinator Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • GCSEs (or Equivalent) in Maths and English. 	<ul style="list-style-type: none"> • First Aid in the Workplace • Customer Care training • Staff management training
Previous experience	<ul style="list-style-type: none"> • Customer service experience • Experience in retail management including EPOS till systems and cash handling. • Experience in staff management • Experience in Health & Safety 	<ul style="list-style-type: none"> • Previous experience in working in museums or heritage, and/or in the charity or volunteer sector • Experience working with and managing volunteers
Personal qualities	<ul style="list-style-type: none"> • A 'people person' • A confident and diplomatic communicator • Works well under pressure • Quick-thinking and an adaptable approach to changing situations • Effective at motivating • Supporting and managing a diverse team • Approachable and willing to listen • A positive 'can do' person • Excellent organisation skills • Excellent attention to detail • Good IT skills willing to learn new systems 	