

V&A East

# Job Pack

V&A



# Role Essentials



We particularly welcome applications from those living in our local boroughs of Hackney, Newham, Tower Hamlets and Waltham Forest.

**Role:** Floor Manager, V&A East Museum

**Team:** Operations & Commercial

**Salary:** £35,561 per annum, pro rata

**Contract:** Permanent

**Hours:** 36 hours per week across a rolling 6 week rota, including some weekends, bank holidays and evenings (part-time hours also available)

**Location:** V&A East Museum



# Who we are

**V&A East** is dedicated to creative opportunity and its power to bring change. Two free cultural destinations – V&A East Storehouse and Museum – will open up the V&A collection for all, celebrate making in all its forms and create new possibilities for everyone.

**V&A East Museum** celebrates making and creativity's power to bring change. Created with young people and rooted in east London's heritage, V&A East Museum explores what's shaping our world with the voices leading contemporary culture.

**V&A East Storehouse** is a unique new museum experience opening up the V&A collection to everyone. Go behind-the-scenes to make new discoveries, explore untold stories and share ideas.

Find out more [here](#)





# What we stand for

We strive to integrate **equality, diversity, and inclusion** consistently and naturally into all our activities.

We are proud to be an **open, tolerant, and diverse** organisation. We want to do more to welcome a broader audience and develop a more diverse workforce.

The V&A values are **Equity, Sustainability, Generosity, Collaboration and Creativity.**

## Disability Confident

We are committed to guaranteeing an interview for applicants who identify as having a disability and meet the minimum criteria for the post. If you are applying under the scheme, the recruiting manager will be notified. If short-listed, we will ask you about any reasonable adjustments you need to participate in the next stage of the selection process.



# Role summary

This role will be responsible for overseeing the day-to-day front of house, commercial and security operations at V&A East Museum; ensuring that visitors feel welcome, engaged and safe. This role will manage a team of front of house assistants and will play a key role in defining how V&A East establishes and builds its identity as a leading cultural hub.

## Day-to-day tasks:

- Lead the day-to-day front of house operation to ensure that procedures are followed, keeping our staff, visitors and collection safe.
- Line manage, motivate and develop a team of front of house assistants, who will provide the primary visitor welcome across the building.
- Carry out security patrols, lead incident and emergency response procedures, and act as a responsible person for daytime front of house security in the building.
- Duty Management of team responsibilities and rosters; ensuring the safe delivery of an outstanding visitor experience.
- Ensure that V&A East's values are woven through the entirety of our visitor experience approach.
- Work collaboratively with colleagues across the building to ensure that teams are empowered to achieve and exceed relevant KPIs, including for commercial activity such as retail and catering.
- Work closely with colleagues from the collections, care & access team, as well as the health, safety & security teams to ensure that our buildings and collections are safe and accessible.
- Work collaboratively with the volunteering team to support volunteers at V&A East Museum.
- Support the Senior Operations Manager in the delivery of wider strategic objectives.





# Who we are looking for

- Experience motivating and managing front of house teams and enjoys supporting their development.
- Understands the relationship between high performing teams and operational success.
- Proven experience in operational management of complex public facing buildings and working in fast-paced environments.
- Works collaboratively across multiple teams - understands the complexities of stakeholder management.
- Confident and clear communicator.
- Can manage multiple workstreams and is a skilled, diplomatic problem-solver.
- Exceptionally organised, proactive and able to prioritise.
- Experience and knowledge of health & safety regulations and compliance.
- Willing to learn - there will be a range of training, including SIA training.
- Experience in retail and/or hospitality - understands how strong visitor engagement drives commercial success.
- Shares our Values of Sustainability, Equity, Creativity, Collaboration & Generosity.
- Understands V&A East's vision, the local environment, target audience, and preferably lives in one of our local boroughs (Hackney, Newham, Tower Hamlets, Waltham Forest).
- *Desirable:* Experience of commercial operations and taking a new site or project from pre-opening through to business as usual.



We are looking for someone with transferrable skills and not necessarily someone with a conventional museum background

# What we can offer you

- Generous holiday entitlement
- **5.5%** employee pension contribution, **10%** employer pension contribution (*post-probation*)
- Life assurance scheme (to value of 4 x annual salary)
- Family-friendly policies e.g. enhanced maternity + paid carers leave
- An interest-free loan for a travelcard, bike, or for a deposit if you're renting (*post-probation*)
- Tickets to V&A exhibitions for you, your friends or family + 25% discount in V&A shops and cafes
- Free entrance to many major museums and exhibitions
- Benefits platform offering discounts at major retailers including Tesco, Sainsbury's, Odeon, ASOS, H&M and many more!
- Socials events, such as staff summer and Christmas parties
- Staff networks
- An Employee Assistance Programme – a free, confidential, and comprehensive set of services designed to provide support and a balanced and healthy working environment.
- Free sanitary products for all employees across our sites





# What happens next

## **Apply here**

<https://www.vam.ac.uk/vacancies>

**Application Deadline** 21 September

**Interview:** W/C 29 September

**Expected Start Date** W/C 24  
November

## **Any questions?**

Contact our Recruitment team at  
[careers@vam.ac.uk](mailto:careers@vam.ac.uk)







V&A East

Thank you

V&A

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