

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.

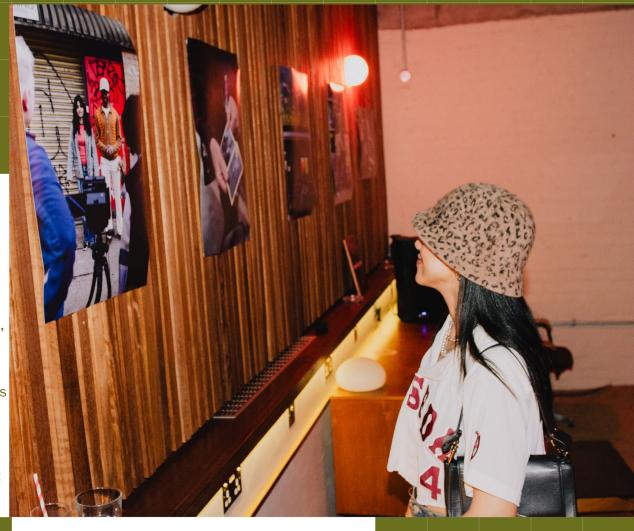
- Duty Management of team responsibilities and rosters; ensuring the safe delivery of an outstanding visitor experience.
- Ensure that V&A East's values are woven through the entirety of our visitor experience approach.
- Work collaboratively with colleagues across the building to ensure that teams are 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



