

Part-Time Duty Manager

John Wesley's New Room

John Wesley's New Room is seeking a **Part-Time Duty Manager** to support the smooth running of this historic site. This role will suit someone who enjoys working in a varied, visitor-facing environment and who is confident overseeing daily operations, supporting volunteers and ensuring visitors receive a warm welcome.

John Wesley's New Room is the oldest Methodist building in the world (Grade I listed) and is a small but busy place where no two days are the same. Offering a chapel, museum and café by day, we also have meeting rooms and event spaces for hire and regularly welcome visitors from across the UK and internationally. The New Room tells the story of John Wesley and the beginnings of Methodism.

The Duty Manager plays a key role in ensuring the site runs smoothly during busy periods, acting as the senior member of staff on duty, supporting volunteers and providing a high standard of visitor experience.

How to apply

Please submit a CV and covering letter (max. 2 sides of A4) outlining your experience and suitability for the role to the Operations Manager nina.micciche@newroombristol.org.uk by **12pm on Thursday 9th April**.

Interviews will be held in-person (BS1 3JE) on Thursday 16th April.

If you have any questions about the role, please email nina.micciche@newroombristol.org.uk

Job Description

Contracted Hours: Part time (**14 hours per month** including paid lunch breaks), typically **two Saturdays** per month from 9:45am to 4:15pm.

There will also be occasional **opportunities for additional evening or Sunday shifts**, depending on operational needs.

The postholder will also attend an occasional weekday staff **meeting or training session** (approximately **one 2-hour session every two months**) to maintain communication with the wider staff team and support ongoing development. These additional hours are included within the contracted monthly hours.

Location: Based on-site at John Wesley's New Room, Bristol (BS1 3JE).

Contract Type: Permanent

Reporting to: Operations Manager

Wage: £13.45 per hour

Role Summary

The Duty Manager is responsible for overseeing the day-to-day operation of the site during their shift, ensuring the building is open and running safely and efficiently, visitors receive a high-quality welcome and staff and volunteers are supported.

They act as the key contact on site, managing operational issues, supporting volunteers and ensuring that all activities taking place in the building run smoothly and safely.

Key Tasks and Responsibilities

Operational Management

- Open and close the building in accordance with site procedures.
- Act as the keyholder during duty hours, ensuring the building is secure.
- Monitor the smooth running of the site during opening hours.
- Undertake regular checks of the building during the day and address any issues identified.
- Ensure the building remains safe, welcoming and presentable for visitors.

Visitor Experience

- Act as a welcoming point of contact for visitors.
- Support front-of-house volunteers in providing a high-quality visitor experience.

- Respond to visitor enquiries and resolve issues where appropriate.

Supporting Volunteers

- Coordinate and support volunteers working during the shift.
- Communicate clearly with the Operations Manager regarding any issues or feedback.

Events and Room Hire

- Act as the main point of contact for room hire groups, event organisers and tour groups while they are on site.
- Ensure groups are welcomed, briefed and supported during their time in the building.
- Assist with the set up and clearing of spaces where required.
- Ensure rooms are restored to the agreed standard following use.

Safety and Security

- Have knowledge of the building's emergency procedures.
- In the event of an emergency, take appropriate action including evacuating the building and liaising with emergency services where required.
- Ensure health and safety procedures are followed during your shift.
- Report incidents, issues or concerns to the Operations Manager.

Administration and Communication

- Maintain clear written records of any incidents or issues that arise during your shift.
- Communicate relevant information to the Operations Manager and wider team where required.
- Be available for communication with the Operations Manager ahead of scheduled shifts or events where necessary.

General

- Uphold and comply with John Wesley's New Room policies and procedures.

- Work flexibly as part of a small team and assist with other reasonable tasks when required.
- Support the overall mission and values of the organisation.

Person Specification

Experience and Knowledge

Essential

- Experience working in a customer-facing or visitor-facing role.
- Experience supporting or coordinating volunteers, staff or teams.
- Understanding of health and safety responsibilities in a public-facing environment.
- Experience handling operational issues calmly and professionally.

Desirable

- Experience working in a heritage site, museum, cultural venue or visitor attraction.
- Experience supporting events or room hire activity.
- Knowledge or interest in Bristol's heritage and/or the Methodist Church.

Skills and Abilities

Essential

- Excellent interpersonal and communication skills.
- Ability to remain calm and organised in a busy environment.
- Strong problem-solving skills and good judgement.
- Ability to take responsibility and work independently when required.
- Ability to support and motivate volunteers.
- Understanding of legal regulations, such as health and safety, fire standards, data protection etc.

Desirable

- Understanding of legal regulations such as health and safety, fire standards, data protection etc.

Personal Qualities

Essential

- Friendly, welcoming and approachable manner.
- Reliable and organised with good attention to detail.
- Flexible and willing to support the wider team where required.
- Commitment to equality, diversity and inclusion.
- Sympathetic to the mission and values of John Wesley's New Room and the Methodist Church.

Other Requirements

- Willingness to work **two Saturdays per month**.
- Ability to act as a **keyholder** and respond appropriately in emergency situations.

EDI Statement

We value the benefits of a diverse workforce and believe in the importance of providing a welcoming and supportive space for all employees. We are committed to equity, diversity and inclusion and welcome applications from candidates from all backgrounds.

The successful candidate may be required to undergo a DBS check, as well as providing proof of their Right to Work in the UK and complete fire marshal, first aid and safeguarding training.