

Floor Manager, Young V&A

Job Description | March 2024



V&A

Young V&A Floor Manager

Title: Floor Manager, Young V&A

Contract: Permanent

Hours: 36 hours per week including regular weekends and bank holidays

Salary: £32,157 per annum

Manager: Senior Operations & Commercial Manager, Young V&A

Direct Reports: FOH Assistant team

Location: Young V&A, Bethnal Green, London E2 9PA with occasional travel between V&A London sites.

Please note this role will require a clear, Enhanced DBS check

About Young V&A

Young V&A opened in Summer 2023 in Bethnal Green, London. This was a transformation of the former V&A Museum of Childhood into a completely reimagined museum, designed with and for young people.

There are three new galleries and ticketed exhibitions. Visitors are invited to learn through performance, play and design. There are two shops, a café, a welcome area and learning spaces. Our target audience is 0–14-year-olds, families, and the local community.

You can find out more about Young V&A and its aims here:

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



About the role

The Front of House Floor Manager plays a pivotal role to ensure we deliver an exceptional and joyful visitor experience for children, young people, and families. As part of a team of managers, you will be responsible for, and be hands on, in delivering vital visitor and commercial daily operations including retail, ticketing, learning studio check in, galleries, exhibition and general museum operations ensuring ways of working and visitor engagement strategies are delivered aligning with the ethos of Young V&A.

In addition, you will develop a specialism focusing on a combination between Retail, Ticketing, Membership, Galleries, Volunteering or Operations but all floor managers will be trained in and support each of the front of house functions throughout the day as one team. Depending on the specialism you may have a dotted line to the centralised relevant department, for e.g Retail Department.

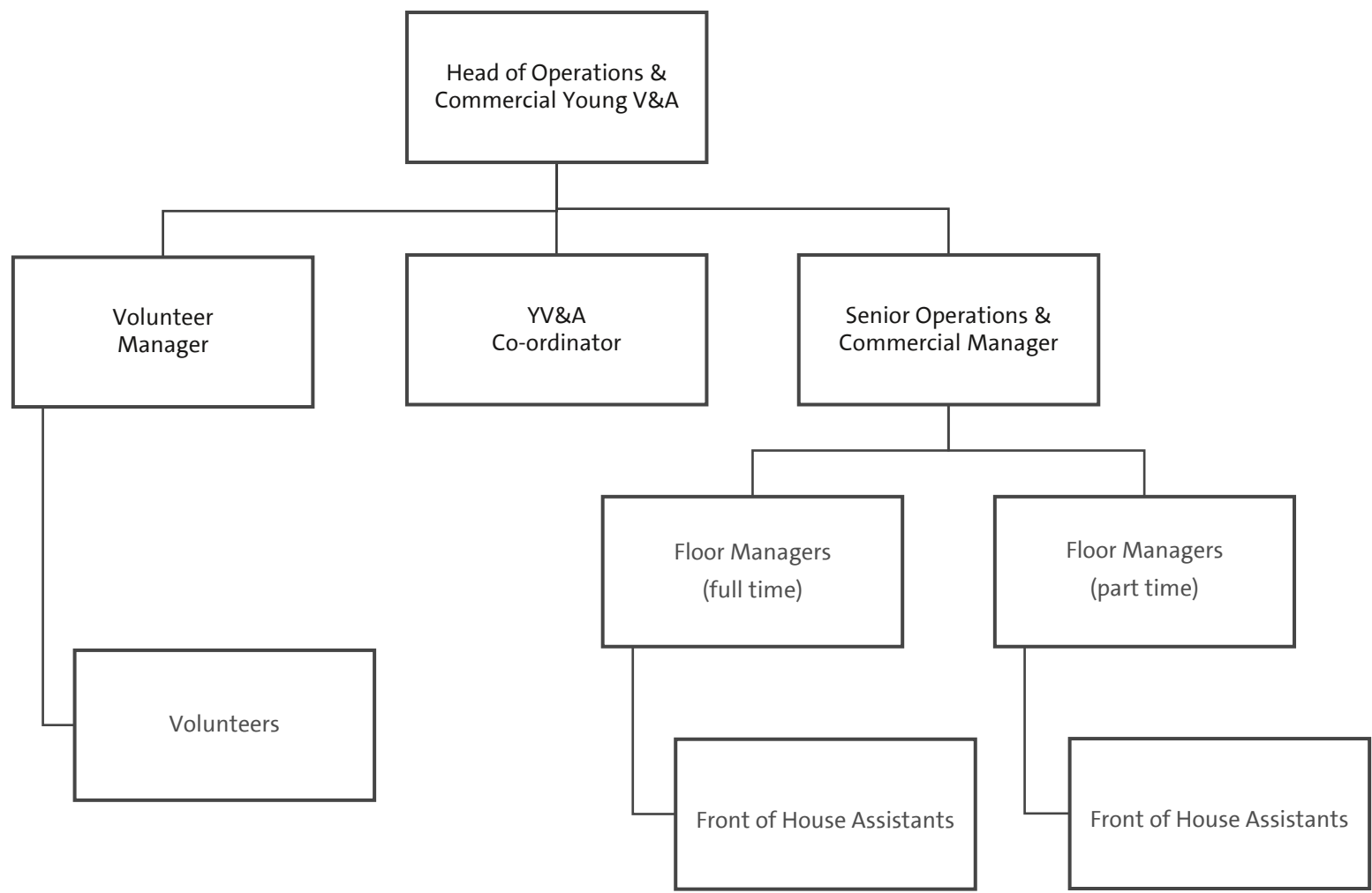
About the role

You will directly line manage, develop, motivate, empower, and coach the Young V&A front of house assistant team and provide support to volunteers.

You will achieve income and KPI targets, working closely with the Senior Operations & Commercial Manager, Head of Operations & Commercial and the centralised commercial teams including retail, membership, and events.

You will have a focus on ensuring the safety and security of objects, people and the collection whilst providing an excellent level of engagement with visitors leading them to have an enjoyable, fun, and memorable visit. You will work closely with centralised teams including security, facilities, and estates teams to ensure a smooth operation as well as collaborating with Young V&A learning and curatorial teams, offering suggestions for refining and improving the overall operation.

Operations and Commercial Team Structure



Key Responsibilities

- With the Senior Ops & Commercial Manager create and maintain a supportive and energetic team. Directly line manage, develop, motivate, empower and coach the Young V&A front of house assistant team and provide support to volunteers.
- Be responsible for delivering the daily front of house operation to provide an exceptional, engaging, and safe visitor experience for children, young people and families providing duty management daily. Working seamlessly with the security and estates team to deliver the safety and security of people, building and objects.
- Working with the Senior Ops & Commercial Manager and centralised commercial teams, lead the front of house assistant team to achieve income and KPI targets across retail operations, ticketing, donations, gift aid and membership using a 'sales through service' approach
- Be key point of contact for your specialised areas centralised team, for e.g retail, membership, gallery ops etc.
- Assist the Senior Ops & Commercial Manager and Volunteer Coordinator in supporting the FoH volunteers at Young V&A
- Work with security to manage the visitor operation including capacity management, fire evacuation and emergency situations
- Deputise for the Senior Ops & Commercial Manager on occasion, representing Young V&A Front of House operations to Young V&A SMT and wider museum colleagues

Key Responsibilities

- Assist in managing the FoH assistant staffing rota to ensure all galleries, shops, learning studios and exhibitions can open 7 days a week with regular training scheduled for the front of house team working with the YV&A coordinator and Senior Ops & Commercial Manager
- Ensure the presentation and upkeep of the museum, galleries, shop, learning spaces and café are always inviting and of a high standard following any relevant V&A guidelines
- Ensure commercial and other reporting systems and technology are updated as necessary
- Adhere to all policies, procedures, and processes across the operation, from safeguarding to cash handling, building management and fire evacuations ensuring the team are fully trained and refreshed regularly in the necessary processes
- Promote equality and diversity in all aspects of your work by developing and maintaining positive working relationships, ensuring that colleagues are treated fairly and with respect and dignity, actively contributing to developments that support the museum's strategy for widening access, inclusion, and diversity.

This job description is not all encompassing, and duties may be reviewed and revised according to the needs of the business.

We're looking for someone who has (essential role criteria):

- You have enthusiasm for and extensive experience in managing an engaging and complex visitor operation with multiple departmental stakeholders
- Commercially minded, you understand what drives sales and engagement across our commercial offer (retail, ticketing, membership, programmed events) and you use this knowledge to positively impact performance through a sale through service approach
- You thrive in a high-pressured and busy environment
- You have experience and knowledge of public facing building management
- Passion for people. You excel at leading teams, you have the proven ability to develop, motivate, empower, and coach others to deliver Young V&A and wider museum goals
- With a high level of emotional intelligence, you have sincerity when dealing with visitors or members of the team, and are receptive to others' opinions and considerate in the response.
- You have experience and enjoyment of working with a primarily young audience and the considerations around young audiences for e.g. safeguarding

We'd love to know if you have (desirable role criteria):

- Experience in retail, membership, museum galleries or ticketing operations
- Experience of working with EPOS systems (sales and reporting)
- Experience in the preparation and writing of reports (including sales and visitor figures)
- Understanding of the visitor operation in the museum sector
- Experience of working in a multi-site environment

We're looking for people who share our values:

- **Equity:** Drives inclusion, invites and values diverse perspectives, actively listens and seeks to understand, acts respectfully, champions equity and fairness
- **Creativity:** is curious and asks questions, finds ways to think and act creatively, explores new ideas, tests, learns, and adapts, innovates, aims high and embraces possibility
- **Collaboration:** connects and collaborates inside and outside the V&A, appreciates different roles and the value everyone brings, takes every opportunity to learn from others, comes together as one team and celebrates success
- **Sustainability:** thinks today, acts for tomorrow, is responsible with time and resources, owns actions and shows genuine care, makes sustainable decisions and is climate conscious
- **Generosity:** shows passion and plays to your strengths, is open, shares knowledge and time wisely, takes pride in what you do, proactively share balanced, constructive feedback

Working for the V&A

The V&A is the world's leading museum of art, design and performance. Its outstanding collections and extensive knowledge exist to inspire creativity.

We offer a wide range of first-class benefits, including:

- Free entrance to all the major museums and exhibitions in London (and other destinations)
- Complementary tickets to V&A exhibitions for your friends or family
- 25% discount on purchases in V&A shops
- Enhanced pension scheme
- Non-contributory life assurance (to value of 4 x annual salary)
- An interest free season ticket or bicycle loan
- A wide range of training and professional development opportunities and many more!

How to apply

Want to apply? Please follow link here
[V&A · Vacancies At The V&A \(vam.ac.uk\)](https://vam.ac.uk)

Please refer to the role criteria when completing your application form, particularly your personal statement. Use relevant professional examples of how you meet the criteria.

Key dates –

Recruitment drop in event: Wednesday 27th March 2024

Application deadline: Tuesday 2nd April 2024

Interviews: Tuesday 9th April 2024