Foundling Museum

Role:	Assistant Visitor Engagement Manager
Reporting to:	Visitor Engagement Manager
Supervises:	Casual FOH & Events Assistants, Volunteers
Purpose of job:	To create a welcoming, safe and accessible visitor experience for all by coordinating group visits and tours, supporting volunteers and front-of-house services. You will also assist with retail and work as a duty manager.
Working pattern:	3 days, 21 hours per week Usually Wednesday - Friday. Some early mornings, evenings and weekends may be required. Time off in lieu (TOIL) is offered for working outside core hours.
Contract:	Permanent
Salary:	£17,400 per annum for 3 days per week (full-time equivalent: £29,000 per annum).
Location:	40 Brunswick Square, London, WC1N 1AZ

Who we are looking for

If you enjoy working with people and making everyone feel welcome, we'd love to hear from you. You'll be friendly, organised and proactive, with experience of working with the public and volunteers, strong communication and people management skills, and a genuine interest in museums and heritage. You'll help coordinate group visits and tours, support volunteers and front-of-house services, and assist with retail and duty management. Comfortable taking responsibility, you'll stay calm when the unexpected happens, work collaboratively and treat people from all backgrounds with warmth, professionalism, empathy and respect.

Key objectives

- To assist the Visitor Engagement & Retail Manager in ensuring a high level of customer service, successful delivery of front-of-house and other visitor-facing services such as the shop, and the effective operation of the volunteer team.

- Supporting the Visitor Engagement & Retail Manager with recruitment and onboarding of the volunteer team, including training and interviewing.
- To support all teams to plan and deliver all Museum events and tour groups effectively, safely and consistently.
- To build and maintain excellent relationships with tour guides, partners, suppliers and other external stakeholders.
- To ensure the safety and security of staff, guests and the Museum's collection by maintaining an overview of all areas of the building and ensuring key areas are staffed and supervised.

Key responsibilities

Groups & Tours

- Manage bookings and act as the main contact for group organisers, corporate clients and university tutors.
- Confirm arrangements and payments, and schedule tour guides.
- Allocate tours to volunteer guides and keep them informed with details of the bookings.
- Provide bookers with practical information, including prices, access, parking, events and local amenities.
- Support the recruitment and induction of new tour guides.
- Arrange tour guides for Sunday drop-in tours, private talks, after-hours visits and corporate events.
- Organise Camden Tour Guides exam days and build relationships with potential tour hosts.
- Record group visits, tours and income using the Museum's CRM and visitor logs.
- Attend Tours & Groups travel trade shows to promote the Museum and connect with group organisers.
- Develop new tour offers that support income generation, for example 'Highlights' tours, 'Spotlight' tours or themed tours.
- Support public tours by managing publicity and diaries where required.

Visitor Engagement & Retail

- Support volunteer recruitment and onboarding, and recruitment for the Museum's internship and work placement programme, following the Museum's established processes, safeguarding procedures and best practice.
- Plan and deliver enrichment activities for volunteers, such as trips, tours and parties, to support retention and team morale.
- Ensure the Museum is effectively staffed through a daily volunteer stewarding rota, organising short-notice cover for absences as required and dealing with any other issues that arise.
- Deal promptly and effectively with visitor comments, complaints and other visitor situations, ensuring the Museum is represented in a professional manner.
- Ensure a high level of customer service and an excellent visitor experience.
- Provide historical tours to visitors, to staff as part of their induction, and occasionally as part of events or venue hires.

Duty Management

- Act in a Duty Manager capacity for the Museum reception desk and/or galleries when needed, including weekends and occasional evening events.
- Ensure staff and volunteers on duty are briefed on the daily income targets for ticketing, retail and Gift Aid and are supported and trained to achieve these targets.
- Deal with first aid incidents, health and safety issues and emergencies, including acting as a Fire Marshal in the event of an emergency fire evacuation.
- As a key holder, be responsible for the secure opening and closing of the Museum at the start and end of each Duty Manager shift, in line with standard operating procedures.
- Act as a First Aid Appointed Person in case of emergencies (training will be provided).

Retail

- Assist with aspects of the shop, including online sales and distribution. Keep the shop display looking neat and presentable.
- Conduct stock checks and reorder stock as required.
- Assist with yearly Stocktake.

Other

- Carry out any other reasonable duties in line with the role that may be required from time to time.
- Work collaboratively and supportively with the whole Museum team and as part of the wider Museum team.

Person specification

Essential

- Experience of working with the public, preferably in customer service.
- Experience of working with volunteers.
- Demonstrable interest in museums and heritage.
- Reliability and strong time management, planning and organisational skills.
- Good computer skills, including Microsoft Word, Excel and Outlook.
- Strong verbal and written communication skills.
- Tact, diplomacy and empathy when building relationships with people from diverse backgrounds.
- Ability to work independently and as part of a team.
- Proven people management experience.
- Knowledge of risk assessments and health and safety.
- Understanding of equal opportunities and access issues, with a commitment to promoting equal opportunities and removing barriers to access.
- Confidence to deliver public and private tours.

Desirable

- Experience of improving physical, attitudinal and intellectual access in cultural organisations.
- Experience of using Shopify as an integrated till system.
- Public speaking experience.

- First aid trained (training is provided if not already qualified).

Benefits

- 25 days annual leave per year (pro rata) + bank holidays (pro rata) + Birthday leave + Volunteering leave.
- You will be eligible to join a group contributory pension scheme (3 months after your start date).
- Discount from the Foundling Museum Shop and local partner businesses.
- Access to season ticket, rental deposit and cycle to work scheme loans (3 months from your start date).
- Free access to partner museums.
- Free access to our fully funded Employee Assistance Programme for wellbeing – WISDOM.
- Training support from our online learning platform.

Interview timetable
Closing date: Friday 4 December at 9am
First interview date: Wednesday 9 - Friday 11 December
Second interview date for shortlisted candidates: w/c 14 December tbc

How to apply
To apply please follow this link to our application portal where you will be asked to upload a completed copy of our standard application form .
On this application form you need to provide:

- Your contact details
- Details of relevant achievements in recent posts, as well as any relevant education and professional qualifications that are appropriate to the post
- Please also tell us what makes you a good fit for the role, for example, giving evidence of your ability to match the criteria outlined in the Person Specification
- And explain why you wish to work for us
- Details of your notice period and names of 2 referees, together with the capacity in which they have known you, and an indication of when in the process they can be contacted (please note we will not contact your referees without your express permission)

PLEASE NOTE: the application portal will request a CV. This is not necessary and can be ignored. Where it requests a CV please only upload the completed application form, and the optional Equal Opportunities form (if you wish to submit one).

Please get in touch with us via HR@foundlingmuseum.org.uk if you have any access requirements, for example if you would prefer to send your application via video.

Any queries should also be directed to HR@foundlingmuseum.org.uk

Please note that any offer of employment will be subject to receipt of satisfactory references and proof of right to work in the UK, and also may be subject to a DBS (Disclosure and Barring Service) check.

Please also note that this job description will not form part of your contract or your terms

and conditions of employment. Duties and requirements of the role may be varied from time to time in accordance with the needs of Foundling Museum, its strategy and the directions from its Director.

About the Foundling Museum

A seaman, a composer and a painter, and the moving story of the charity they started 270 years ago. The Foundling Museum is a recipe of art and care. Coram, Handel, Hogarth, what's not to love?
Sir Grayson Perry, Foundling Museum Trustee

The Foundling Museum explores compelling stories of love, loss and care through art, music, writing and emotive objects.

The Museum is the UK's only arts and heritage institution dedicated to the public understanding of lived experiences of children's social care. Inspired by three great 18th-century activists – campaigner Thomas Coram, artist William Hogarth and composer George Frideric Handel – our mission is to inspire change and transform lives through the power of the arts. We believe in creative action that brings past and present together, to stimulate imaginations and enrich lives.

The Foundling is also the birthplace of creative philanthropy – combining art and fundraising to publicly support lived experiences of care. At the Foundling, the term 'care' refers to children's social care, including foster care, adoption, kinship care, local authority care and children's homes. Central to our work is well-being through exhibitions, events, collections, research and arts programmes with care leavers, looked-after children, and early years (birth to five years old).

Examples of our work include:

- Art projects which explore how our historic story of care still resonates today by addressing stigma and supporting mental health. We do this by working in a connected way, establishing collaborations with local health and community partners.
- 'Tracing Our Tales', our flagship training programme for care-experienced young people which was named Learning Programme of the Year at the 2022 Museums and Heritage Awards. Supported by our Learning Team, trainees learn art or creative writing skills in weekly sessions led by dynamic artists, musicians and poets, to build a creative portfolio.
- Exhibitions, collections and displays, ranging from tiny, touching identifying tokens left by mothers with their babies, to composer George Frideric Handel's will. Around the Museum, you'll find works of art by contemporary artists like Yinka Shonibare, Tracey Emin and Grayson Perry, as well as 18th-century artists William Hogarth, Thomas Gainsborough and Joshua Reynolds.

For an overview of our charitable activities, and relationships with funders, please view the Foundling Museum Annual Report 2024/2025 on this link.



Tokens left by mothers with their babies in the eighteenth century, as a means of identification.
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