



# MIDDLEPORT POTTERY

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## JOB APPLICATION PACK - DUTY MANAGER (CASUAL)

### ABOUT RE-FORM HERITAGE

Re-Form Heritage is an independent charity which specialises in the restoration and rejuvenation of heritage buildings at risk of decay or demolition.

Re-Form Heritage's objective is to transform historic buildings into local assets, creating job opportunities and catalysing wider social and economic benefit.

Re-Form Heritage owns and manages Middleport Pottery in Burslem, Stoke-on-Trent. Middleport Pottery was built by Burgess and Leigh in the late nineteenth century and is the home of Burleigh Pottery, Clay College and Middleport Studios. It is the oldest working pottery in the United Kingdom. The pottery was acquired by the charity in 2011 and was fully restored and opened to the public in 2014.

[www.re-form.org](http://www.re-form.org)

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### JOB INFORMATION - DUTY MANAGER

Contract: Casual / Zero hour Contract      £10p/h  
Location: Middleport Pottery, Stoke-on-Trent. ST6 3PE  
Weekday, weekend and out of hours work required.

Shift times will be within the hours of 8am to 1am Monday to Sunday.  
Shift durations vary from 4 hours to 10 hours.

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## KEY RESPONSIBILITIES

- Oversee the day-to-day running of Middleport Pottery's front-of-house to ensure it's safe and welcoming for visitors.
- Support volunteers and guides to ensure the best possible visitor experience.
- Manage external / non-visitor access to the site, ensuring site guidelines are observed.
- Conduct regular site patrols.
- Be responsible for maintaining the general site and car parks.
- Open and lock up the site at the beginning and end of each visitor day.
- Liaise with security to maintain site safety.
- Manage the daily appointment of fire marshals and first aiders.
- When required, lead the fire evacuation process, being the lead contact for fire monitoring and control services and lead communications with all individuals on site.
- Be the first point of contact for contractors working on site and undertake qualification checks, site induction and asbestos management procedures related to contractors.
- Support Middleport Pottery's Events and Learning Programme by preparing spaces and equipment.
- Provide cover for front of house / reception.
- Any other duties that are appropriate to the post.



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## PERSON SPECIFICATION

Characteristic or knowledge area	Essential	Desirable
Organisational skills, prioritisation and time management	Ability to organise and deliver complex tasks, meet deadlines, demonstrate attention to detail and deliver simultaneous tasks and objectives	Demonstrable experience organising and delivering complex tasks, meeting deadlines, showing attention to detail and delivering simultaneous tasks and objectives
Verbal communication	Excellent verbal communication skills in person and over the telephone	Experience using shortwave radios  Knowledge and experience of using verbal de-escalation techniques
Written communication	Excellent written communication skills with experience writing colleague/stakeholder/supplier correspondence	
Customer service	Confidence and enthusiasm when meeting new people and experience responding to customer enquiries	Significant experience as the first point of contact with customers, clients and stakeholders and recognition of excellent customer service delivery
Licensing		Knowledge of premises and security licensing
Commercial venue hire services and events delivery		An understanding of commercial venue hire service expectations  Demonstrable experience of being the main liaison for venue hire events



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Finance	Knowledge of responsible cash management procedures	Demonstrable experience handing and recording cash
Team working	Demonstrable experience working efficiently and effectively with colleagues, volunteers, artists and partners	
Heritage and creativity	An understanding of and appreciation for heritage and creative contexts	Demonstrable experience delivering within a heritage and creative context
Health and safety	Experience of supporting a safe working environment  Willingness to undertake relevant First Aid and Asbestos Management training	Experience of legal responsibilities and procedures required to maintain a safe working environment  First Aid at Work qualification  Asbestos Duty to Manage qualification
Equality	An appreciation of the need for equality of opportunity for all	Experience of supporting visitor experience to ensure equality of opportunity
IT	Competent using Microsoft Office software (Excel, Word, Outlook)	Willingness to learn new IT systems as required to undertake role
Data management	An appreciation of the need for accurate and legal data collection and management	
Working under pressure	Be able to work calmly and with polite professionalism even when extremely busy  Ability to solve problems as they arise	Demonstrable experience of working in a busy customer facing environment



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## HOW TO APPLY

Please send a CV and covering letter (no more than two sides) addressed to:  
Dave Poulson – [info@re-form.org](mailto:info@re-form.org)

In your covering letter, refer to the **person specification section of this advert** to show how you're suitable for the role.

### Coronavirus

Recruitment to this post may change at short notice due to the coronavirus crisis. Check your emails regularly for any updates from us.

### Interview

Interviews are planned to take place at Middleport Pottery for the week beginning 2<sup>nd</sup> November 2020.

### Reserve list

A reserve list may be held for 12 months, from which we can make further appointments.

### Equal Opportunities

Re-Form Heritage is an equal opportunities employer. We welcome applications from all and we do not discriminate against staff or eligible applicants.

### Data Protection

All personal data contained in your application will be used to process this application only and will be kept securely for no more than one year unless a request is made to delete this information.

Unfortunately, we are only able to provide feedback to candidates who are invited to interview.

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**CLOSING DATE: MONDAY 26 OCTOBER 2020, 9am**