

David PARR

H O U S E

David Parr House is Recruiting

Position:	Visitor Experience & House Manager
Location:	UK, England, Cambridge
Job Hours:	Full time – Tues to Saturday
Salary:	£27,500 pro rata
Contract:	Type: Fixed term 2 year
Reports to:	Director
Responsible for:	Volunteer teams
Works with:	Events & Content Producer; Development Manager, Bookkeeper, IT support consultant

About David Parr House

David Parr House in Cambridge is a special place. A remarkable example of Victorian Art workmanship made more extraordinary by its location in a modest terraced house and its survival within an ordinary family home.

David Parr was a decorative artist and he lived at 186 Gwydir Street from 1887 until his death 40 years later in 1927. That year, his granddaughter Elsie moved in to 186, aged 12, as a companion for her widowed grandmother. Elsie was to live in the house for 85 years until shortly before her death in 2013. The story of the house is hugely poignant, and strangely familiar.

The house holds more than a century of family life in a beautifully decorated, awe-inspiring yet humble space. Alongside the house sit stories of making, well-being, social history, decorative arts and more.

Since 2014, the house has been owned and managed by the David Parr House charity. After several years of restoration, conservation and planning, the door was opened to the public in 2019.

Following the development of digital offers during the pandemic, the house reopened to greet visitors in 2021, and welcomed the appointment of the first director in 2022. David Parr House is entering the next phase of its history and public offer. With a rich and complex heritage that has an enduring and increasingly important contemporary relevance, this is an exciting time to join the David Parr House team.

After an impressive and robust programme of conservation and fundraising which secured the house and its collections, the team are looking forward. We are exploring ways to reach new and diverse audiences, to grow opportunities for engagement and extend both reach and the profile of the house.

We are a dynamic, small, supportive, forward-looking, and enthusiastic organisation, and look forward to welcoming a meticulous, energetic, self-starter with a passion for the heritage sector, working with volunteers and the public.

About the Role:

As Visitor Experience and House Manager you will fulfill a key role in the staff team to deliver an innovative, unique, and high-quality visitor experience.

You will manage daily on-site operations including visitor experience, safety and security, operations, cleanliness standards.

Assist with planning and developing the public programme across all aspects of our delivery: which currently includes house tours, exhibitions, talks and artist-led workshops.

Work with the staff team on developing the burgeoning new retail offer, particularly the onsite shop.

As the House Manager you will be a key holder, having responsibility for the opening and closing of the House and Visitor Centre, the safety of visitors and running of daily operations.

You will also play a key part in developing income generating opportunities and contribute to developing income streams with a commercial focus whilst safeguarding the house integrity and visitor experience.

As Visitor Experience Manager you will manage the team of volunteers that are a critical part of the David Parr House staff group. You will inspire and motivate volunteers who work across operational functions, as well as engaging with research, support collections management tasks, and manage the gardens.

Benefits:

Be a part of a dynamic, creative, and dedicated team.

Gain varied experience working across areas acquiring an overview of how a heritage organisation works.

Join at an exciting and pivotal time in the development of the organisation.

Be part in a unique and meaningful project.

Contribute to the development of the organisation and have real impact.

Non-Employee-contribution pension

Profile:

Visitor Experience & House Manager is a wide-reaching and varied role that is central to the successful function of David Parr House as a cultural destination and heritage site. You will also develop imaginative visitor programmes creating reasons to return and diverse ways for different people to enjoy themselves here.

As **House Manager** you will be required to facilitate and ensure the smooth delivery of our high-quality guide-led tours, be confident to deliver tours and represent the public face of the organisation on open days.

We are seeking a versatile individual who is adept at dealing with bookings, rotas, schedules, policies, and procedures in line with the organisation's ethos and values.

We are looking for a proactive and efficient person to maintain the special environment of the house, Visitor Centre, and gardens.

This extends to maintaining alarm systems, environmental monitoring, pest management and supervising conservation cleaning as well as caring for the property to a high standard on a day-to-day basis.

As **Visitor Experience Manager**, you will manage and supervise our active group of volunteers, both on tour days and through a dynamic volunteer programme to keep them engaged and informed with the organisation.

We are looking to expand and diversify our volunteer workforce and the post holder will be required to recruit, train, and integrate new volunteers through our volunteer training programme. We are looking for an excellent communicator with tact, understanding, and a nurturing nature who enjoys delivering a high-quality volunteer experience.

Key areas of responsibility:

Visitor Experience:

- Work as part of a team to facilitate the smooth running of the day-to-day operations across David Parr House and Visitor Centre from Tuesday to Saturday.
- Ensure the smooth running of tours, workshops, and exhibitions, supporting the volunteer tour guides and team.
- Preparing for daily activities, ensuring you are aware of working rosters, planned activities and events.
- Upload tours and events to our booking system, ensuring they are on sale in a timely fashion.
- Oversee bookings for individuals and groups (by phone, by email, in person) for all tours and events taking place in the building.
- Ensure that all contact with visitors is conducted professionally and in a timely fashion (whether in writing or in person).
- Provide audience reports and visitor feedback to the team and board as required.
- Oversee the ticketing system and liaise with system providers when required.
- Set up meeting rooms, events and manage venue hires on site as required.

Volunteer Management:

- Supervise and co-ordinate volunteer house guides for physical and digital tours.
- Train new and existing volunteers for physical and digital tours
- Extend and diversify our volunteer workforce.
- Update schedules, rotas, and records for volunteer work.
- Ensure that the volunteer experience is of a high standard to retain the volunteer workforce.
- Create and deliver a volunteer programme to retain and engage volunteers.
- Keep policies and codes of conduct up to date in line with the organisations values.
- Prepare codes of conduct and operating procedures to uphold the organisation's values.
- Match volunteers to opportunities that suit their skill sets, and ensuring they understand their responsibilities and receive the proper training.
- Update training programme as required.

House Management:

- The post holder will manage the administration and running of tours of the house to ensure that the tours run safely and smoothly.
- Be first point of contact for both visitors and volunteer guides.
- Be the public face of the organisation on tour days.

- Manage the physical onsite shop and support the running of the online shop.
- Manage and look after the physical environment of the house, visitor centre and garden including environmental monitoring, pest management and supervising conservation cleaning and alarm systems.
- Maintain records of visitor numbers and tour figures.
- Ensure the health and safety of our visitors and volunteers while onsite at the house, visitor centre and garden.
- Manage and co-ordinate the rental of the activity room for external hire.
- Co-ordinate volunteers for house maintenance.

General:

- To report to Director at weekly meetings together with monthly reporting to the Trustees
- The position will require weekend and evening working.

Who are you? Person Specification:

Essential

- Experience in a relevant organisation or environment (voluntary or paid)
- Experience of working in a public facing role
- Proven experience of managing staff or volunteer team
- Able to work digitally and technically across a wide range of platforms and databases.
- Excellent organisation and team building skills.

Desirable

- Experience in heritage house management.
- Knowledge of volunteering recruitment
- Experience of staff training

Skills and Personal Qualities

- Caring and nurtures individual relationships
- Able to take on responsibility.
- Proactive, self-starter
- Think creatively, laterally, and analytically.
- Organised, flexible and quick to learn.
- Confident when dealing with the public.
- Work to deadlines.
- Practical and efficient
- Excellent copywriting and attention to detail
- Effective and accurate verbal and written communication
- Able to work independently, collaboratively and in a small team.
- Able to take the initiative when needed.
- Able to take instruction and follow the protocols and ideals of David Parr House

Status of Employment:

The role is offered on an employment basis of full time/40 hours a week, with the working week being Tuesday - Saturday.

Salary - £27,500.

Offered initially as fixed term 2-year contract with 3-month probationary period.

The role will also include occasional evenings.

The applicant should be based locally or be able to easily commute to Cambridge.

Timeline:

- Deadline for receipt of applications: 9am 17th June
- Shortlist contacted by: 21st June
- Interviews: w/c 1st July 2024
- 2nd interviews tbc

How to apply:

Please e-mail [annabelle@davidparrhouse.org](mailto:annabelle@ davidparrhouse.org) submitting:

- CV – no more than 2 pages
- Supporting statement. This should outline how you meet our essential/desirable/skill requirements – no more than 2 pages.
- 2 Referees (including contact details)

About the Organisation

For further information visit the website: www.davidparrhouse.org

Where we are going in the future

To be an influential, supported and financially sustainable organisation to enable engaging experiences of creativity.

Inspire creativity and excellence

What we do

Beautiful Art and Crafts workmanship is layered with 20th century social history creating a unique and colourful picture of artistic and domestic lives lived in a worker's family home with

Life and art in a worker's house

How we do it

We are respectful and deliberate and aspire to the highest standards of quality.

In a category of our own we sit outside convention and find alternative ways to collaborate.

We are open and inquisitive and engage audiences in a unique experience of unsung lives.

We are thoughtful. We are challenging. We are curious.

Why we do it

We believe in seeing the extraordinary in the everyday and want to inspire others to connect to their memories and creative potential. We celebrate the ordinary working people and the beauty of making.

To find beauty in the everyday