

Job description

Assistant Duty Manager



We are an award winning, internationally recognised Living Museum with 50 historic buildings and gardens set in the beautiful South Downs National Park. With extraordinary buildings, fascinating artefacts, glorious surroundings and friendly, dedicated people, the Weald and Downland Living Museum is a unique and rewarding place to work.

Job Title:	Assistant Duty Manager
Reports to:	Duty Manager
Hours:	Flexible and as required across a seven-day operation
Location:	Weald & Downland Living Museum, Singleton, West Sussex
Contract type:	Casual (Zero hours)
Salary:	£12.71 per hour

About the role

This role provides flexible support for duty management across the Museum's seven-day operation. Working alongside and under the direction of the Duty Manager, the postholder is the second pair of hands that helps to keep the site running safely and smoothly, so that opening and closing are never carried out by one person alone and provides additional cover during the Museum's busiest periods and when regular staff are absent.

The postholder always works under the direction of a Duty Manager and is not required to take sole charge of the site. The role suits a reliable, calm and adaptable person who enjoys visitor facing work and can offer flexible availability, including weekends and holiday periods.

This is an active and hands-on role. The postholder is on their feet and moving around the site for much of the day. The Museum covers 40 acres of open-air site, with some uneven and hilly paths in places and the work takes place in all weathers.

This is a casual, zero hours role. Shifts are offered as the Museum needs them and may be offered at short notice; there is no guarantee of a minimum number of hours.

Key responsibilities:

Duty support

- Work short and second shifts alongside the Duty Manager, including afternoon and closing cover, so that the site is never opened or closed by one person alone.
- Provide additional cover during busy periods and to help cover absences, always working alongside a Duty Manager.
- Support the opening and secure closing of the site, including buildings, admissions, retail, catering and car parking.
- Maintain a visible and proactive presence across the site, anticipating what needs doing and supporting colleagues and visitors as the day requires.

Health, safety and security

- Follow and help to uphold the Museum's health and safety and safeguarding procedures.
- Report accidents, hazards and concerns promptly to the Duty Manager.
- Support site security, including assisting with key holding and safe closing.

Visitor experience

- Maintain a welcoming and visible presence and deliver excellent visitor service.
- Respond to visitor enquiries and feedback, resolving or escalating as appropriate.

Flexibility and teamwork

- Offer flexible availability across the week, including weekends, bank holidays and busy holiday periods.
- Work as part of the wider duty Managers' team, supporting colleagues and volunteers.

Person specification

Essential

- Experience in a visitor facing, customer service, hospitality or retail role.
- A calm, reliable and adaptable approach, with the confidence to deal with unexpected situations.
- A proactive, hands on and supportive manner, ready to anticipate what needs doing and step in where required.
- Comfortable with an active role on your feet, including walking across the Museum's 40-acre site, which has some uneven and hilly paths in places and working outdoors in all weathers.
- Good communication skills and a positive, welcoming manner.
- Flexible availability, including weekends and holiday periods.
- Prepared to be contacted at short notice to pick up shifts, as this is a casual role.

Desirable

- Experience of supervising others, or of duty or key holding responsibilities
- Experience in a museum, heritage or visitor attraction setting
- A first aid at work qualification
- A full driving licence

This job description is not exhaustive and may be reviewed and updated

What we offer:

- Company pension scheme
- Free car parking
- Staff discount in the museum shop and café
- Free entry to the museum for friends and family
- Access to learning and development opportunities
- The opportunity to work in a unique heritage environment
- Supportive team within a charity dedicated to preserving historic buildings and rural life

Our heritage is richer when it includes all voices. We are working to make our organisation an open, inclusive, and accessible place for people from every background. If you share our passion for connecting people with history in meaningful and inclusive ways, we'd love to hear from you. We're happy to discuss any support you might need during the application process.

All candidates must already hold the legal right to work in the United Kingdom.

Please send a covering letter and CV to: hradvisor@wealddown.co.uk and answer the following questions:

1. Why do you want to work at the Weald & Downland Museum?
2. The museum is in a rural location near Singleton with limited public transport, particularly at weekends. Do you have a reliable means of getting to and from the site for the shifts required?
3. The role involves working outdoors and on your feet across a large site in all weathers. Are you able to carry out this kind of work, with any reasonable adjustments we are able to make?

Please ensure you complete all three tasks (CV, cover letter and questions) to apply.

Closing date: 13/09/2026