

Job description

Duty Manager and Health and Safety Co-ordinator



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: Duty Manager and Health and Safety Co-ordinator

Reports to: Head of Finance and Operations

Hours: Worked on a rota across the seven-day operation, shared between two post-holders. Hours per post-holder to be confirmed but not less than 25 hours per week

Location: Weald & Downland Living Museum, Singleton, West Sussex

Contract type: Shared role: two part-time post-holders. Temporary to permanent.

Salary: £31,200 FTE based on 40 hours/wk. (pro-rata to hours worked with a minimum of 25 hours per week)

About the role

This is a dual role that combines the management of the duty manager team with the drive to strengthen health and safety across the Museum. On shift, the postholder does the same job as the duty managers, taking responsibility for the safe, smooth and welcoming running of the site. Beyond the shift, the postholder manages the duty manager team, who report to this role, owns the team rota and the related administration, and leads on raising health and safety standards.

This role is offered on a shared basis. Two post-holders divide the week between them and, together with the wider team, ensure a senior manager is on site every day the Museum is open. Hours are worked on a rota agreed between the two post-holders, who share the full range of duties set out below.

As Health and Safety Coordinator the postholder coordinates the Museum's day-to-day health and safety and drives a positive safety culture across all teams and departments, working closely with the Head of Finance and Operations, the Senior Leadership Team and the Site and Safety Manager. The focus is on maintaining, reviewing and improving procedures, risk assessments and good working practices, and on embedding safe working across the site, rather than setting policy, which remains with the Senior Leadership Team.

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.

Working on a rota basis to cover our seven-day operation, this role will be shared between two post-holders. Hours per post-holder to be confirmed but will not be less than 25 hours per week and will combine duty manager shifts on the rota with time for health and safety coordination, and will include some weekend, bank holidays and evening cover.

This post is subject to a basic Disclosure and Barring Service (DBS) check.

Key responsibilities:

Duty management

As a duty manager, the shift starts before the Museum opens, to get the exhibit buildings open and ends after it closes, to lock up. In between, the postholder supports the site team, other departments, and volunteers on shift, helps visitors and handles any problems. The Museum gets busy in the holidays and hosts events and filming, so the days vary. If there is an accident or emergency, the duty manager is the first to respond.

- ✘ On shift, carry out the full duty manager role, as the point of contact.
- ✘ Unlock the site and carry out the pre-opening checks, making sure everything is presented and working as it should be.
- ✘ Greet the volunteers each morning, support the clocking in and out system and liaise with the Interpretation Team to reassign people and keep cover in the key areas.
- ✘ Attend the morning briefing and share the day's updates.
- ✘ Visit the volunteers across the site during the day and support volunteer team where needed.
- ✘ Provide first aid cover, attend to accidents and emergencies and record them in the Accident Book, noting near misses where appropriate.
- ✘ Carry out walk rounds through the day to check the visitor experience and the facilities, putting right or reporting anything below standard.
- ✘ Respond to the situations the day brings, handling what you can and contacting the management team when a decision is needed.
- ✘ Direct customer complaints to the admissions desk in the first instance.
- ✘ Organise coach and car parking when needed.
- ✘ Log or flag any defects to the Maintenance team.
- ✘ Support the delivery of events, filming, theatre nights and private hire, liaising with organisers and contractors on site.
- ✘ Lock up at the end of the day, carrying out a final walk through to check that all areas are clear of the public, left in good order and properly secured, and that the lights and water are off and the intruder alarms are set.
- ✘ Pass on what the next duty manager needs to know using the handover book.

Leading the duty team

- ✘ Lead, support and give day-to-day direction to the duty team, who report to this role, setting standards and helping them develop.

- € Build and manage the team rota and the related administration, arranging cover across all seven days for annual leave, sickness and the busiest periods.

Health and safety coordination

- € Coordinate health and safety across the Museum on a day-to-day basis, working closely with the Head of Finance and Operations, the Senior Leadership Team and the Site and Safety Manager.
- € Maintain, review and help to develop health and safety procedures, risk assessments, method statements and safe systems of work, and promote good working practices across the site.
- € Support the implementation of the Museum's health and safety policy, helping to keep procedures current with legislation and good practice.
- € Coordinate accident and incident reporting and investigation, including RIDDOR reporting, and follow up on the actions arising.
- € Plan and carry out safety inspections and audits, and support fire safety arrangements and fire risk assessments, having regard to the historic nature of the buildings.
- € Coordinate health and safety training and inductions, including first aid, fire warden and manual handling.
- € Support safe working by contractors, productions and event organisers, including reviewing risk assessments and method statements and the use of permits to work.
- € Champion and drive a positive health and safety culture across all teams and departments, influencing and supporting colleagues at every level.
- € Help to maintain health and safety records and support reporting to the Senior Leadership Team and the health and safety committee.

Person specification

Essential

- € A recognised health and safety qualification at a minimum of Level 3, such as the NEBOSH
- € Practical experience of coordinating or managing health and safety in an operational setting, including risk assessment and incident reporting.
- € Experience of supervising or managing teams in a visitor facing hospitality, retail or heritage environment.
- € A calm and confident approach to incidents, emergencies and difficult situations.
- € An assertive and credible manner, able to influence and drive a positive health and safety culture across teams and departments and to challenge unsafe practice constructively.
- € 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.
- € A first aid at work qualification, or a willingness to be trained.
- € Sound judgement, the ability to work independently and to take responsibility for the site.
- € Good written and verbal communication skills and confident use of standard IT systems.
- € Availability to work a rota that includes some weekends, bank holidays and occasional evenings.

Desirable

- ✎ Experience in a museum, heritage or visitor attraction setting.
- ✎ Fire risk assessment training or experience.
- ✎ Experience of contractor, event or filming safety management.
- ✎ Knowledge of safeguarding in a visitor attraction context.
- ✎ 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?
4. Can you tell us about your experience with health and safety in the workplace?

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

Closing date: 13/09/2026

