

CHARLESTON

JOB TITLE:	Venue Supervisor
SALARY:	£14.71 per hour (FTE £ 28,216 per year)
REPORTING TO:	Visitor Experience Manager
DIRECT REPORTS:	Visitor Assistants and Volunteers
LOCATION:	Charleston in Firle (BN8 6LL)
HOURS:	37.5 hours per week. Primarily Wednesday to Sunday. Some evening, bank holiday and events work will be required.

ABOUT CHARLESTON

Charleston is a place that brings people together to engage with art and ideas.

The modernist home and studio of the painters Vanessa Bell and Duncan Grant, Charleston was a gathering point for some of the 20th century's most radical artists, writers and thinkers known collectively as the Bloomsbury group. It is where they came together to imagine society differently and has always been a place where art and experimental thinking are at the centre of everyday life.

Today, we present a dynamic year-round programme of exhibitions, festivals, and events. We believe in the power of art, in all its forms, to provoke new ways of thinking and living.

The Charleston Trust was formed in 1980 and is responsible for the care of Charleston's house, interiors and collections; and for opening the site to visitors. It is an independent charitable trust with a commercial trading arm and currently receives no regular public funding.

MAIN PURPOSE OF ROLE

We are seeking an energetic and highly motivated individual with excellent interpersonal skills to supervise day-to-day operations at Charleston in Firle and deliver a warm, professional welcome to all our visitors.

The Venue Supervisor will work collaboratively with the Visitor Experience team to foster a positive and supportive environment for our Visitor Assistants and Volunteers, ensure the smooth running of both sites, and provide practical, hands-on problem-solving.

As a Venue Supervisor, you will act as a custodian of the site while on duty and be responsible for daily opening and closing procedures. You will lead the front-of-house team and volunteers,

CHARLES NORTON QUEST

welcome group bookings, handle visitor enquiries, support the delivery of training and other on-site events.

AREAS OF RESPONSIBILITY

Operational oversight

- Support the day-to-day delivery of visitor operations and help ensure excellent customer service standards are maintained.
- Coordinate opening and closing procedures, ensuring buildings and grounds are prepared and operational requirements are met.
- Support the preparation and upkeep of visitor spaces through daily site presentation checks, including maintaining clean visitor routes, ensuring signage is presentable, and helping create a welcoming and visitor-ready environment.
- Oversee and support accessibility across the site, ensuring visitors with access requirements are appropriately supported and their needs are considered before and during their visit.
- Respond to visitor enquiries and support the resolution of escalated visitor issues where appropriate.
- Deliver daily team briefings and communicate operational updates.
- Support the coordination of group visits, coaches, functions and operational requirements across site.
- Support operation of front-of-house ticketing and booking systems, including ticket sales, group bookings and reporting where required.
- Support training for staff using ticketing systems and promote Gift Aid and Membership targets.
- Work collaboratively with retail, café, exhibitions and wider teams to support a seamless visitor experience.
- Support operational requirements for exhibitions and visitor-facing activities.
- Review visitor feedback and highlight opportunities for improvement.
- Ensure visitor signage, information and operational resources are maintained and up to date.
- Support management of operational resources including keys, radios and daily paperwork.

Staffing and Team Support

- Supervise Visitor Assistants and support volunteers during daily operations.
- Support rota planning and day-to-day staffing coordination.
- Communicate and collaborate with the venue manager at our Firle site to ensure operational consistency and efficiency.
- Assist with inductions, training and development of visitor-facing staff and volunteers.
- Support performance conversations and team development where appropriate.
- Encourage achievement of visitor experience KPIs including Membership and Gift Aid targets.
- Foster a positive, collaborative and supportive working environment.

CHARLESTON

Volunteer Support and Administration

- Coordinate day-to-day volunteer deployment across the site.
- Act as an operational point of contact for volunteers while on site.
- Support volunteer communication and administration.
- Process volunteer expenses and maintain records where required.

Health, Safety and Site Operations

- Carry out regular inspections of buildings and grounds and report issues as required.
- Support implementation of health and safety procedures and risk assessments.
- Help ensure visitor and staff safety by identifying hazards and supporting safe working practices.
- Act as Fire Marshal, First Aider and Safeguarding Officer where required.
- Record and report incidents and accidents appropriately.
- Support awareness of security procedures and report incidents or breaches appropriately.
- Provide operational support for events, filming and commercial activities across the site.
- Support with processing operational and retail stock deliveries.

General Duties

- Support departments with events and visitor-facing activity as required
- Uphold Charleston's values and contribute to an inclusive and positive workplace culture.
- Participate in relevant training and continuing professional development opportunities.
- Ensure compliance with organisational policies, GDPR requirements and relevant legislation.
- Undertake any other duties reasonably required by your line manager.

PERSON SPECIFICATION

- A passion to work with people from all sections of the community.
- Strong IT and trouble shooting skills.
- Excellent written and verbal skills with a meticulous attention to detail.
- Excellent organisational and administrative skills.
- Proven ability to manage and prioritise a diverse workload.
- Ability to self-start and work on initiative.
- Experience of supervising a team in a heritage venue or arts space in a customer facing role.
- Clear understanding of the role of volunteers and their impact within an organisation.
- Excellent interpersonal skills and the ability to build strong relationships with colleagues, volunteers and key stakeholders.
- The ability to respond and adapt to challenges and emergency situations.
- Flexible, hand on approach to working in a team.

CHARLESTON

- Good understanding of the Equality Act and a passion for accessibility.
- Experience of leading and understanding of Emergency procedures.
- Able to access Charleston in Firle site across whole year

Desirable skills and experience

- Experience using CRM database and ticketing systems.
- Interest in art, galleries, museums, and literature.
- Experience working with a large group of mixed contract types and volunteers.
- Experience with creating a daily rota and staffing.
- Knowledge of local walking routes, gardens, points of interest, and the surrounding area to support visitor engagement and enquiries.

HOW TO APPLY

Charleston is committed to equal and equitable opportunities, and to becoming a workforce that represents the diversity of our community. We positively encourage applications from Disabled people, Global Majority people, and working-class people, as people from these groups are currently underrepresented in our organisation.

Application deadline: 5pm, Wednesday 17 June 2026

Interview: date: Tuesday 30 June at Charleston in Lewes (BN7 1AB)

To apply, please email a covering letter of no more than 1 page detailing how you meet the person specification, along with a CV to jobs@charleston.org.uk.

Please also complete a voluntary equal opportunity monitoring form [here](#).

All positions at Charleston are offered subject to the following conditions:

- Receipt of satisfactory references
- Proof that you are legally entitled to work in the UK

For further questions about the role, please email Lucy Daish, Visitor Experience Manager: l.daish@charleston.org.uk.