

WILLESDEN JEWISH CEMETERY

London's Place to Remember

United Synagogue

Project: Willesden Jewish Cemetery "House of Life"

Role: Duty Manager (Visitor Services), Fixed Term

WORKING HOURS: 8-12 hours a week on a rota basis that will include regular weekday mornings and 2 full-day Sundays a month
DURATION: 23 / 08 / 2020 to 15 / 11 / 2020
LOCATION: Willesden Cemetery, London NW10
SALARY: £15 p/h
REPORTS TO: Hester Abrams

Background

The United Synagogue, the UK's largest synagogue body, is undertaking a three-year conservation and community engagement project at its Victorian cemetery in the London Borough of Brent, supported by a grant from National Lottery Heritage Fund (NLHF). The main capital works within the project are now nearing completion and the site, including new Visitor Centre, will be opening to the public in late August 2020.

[Willesden Jewish Cemetery](#) is London's pre-eminent Victorian Jewish cemetery, the only Jewish cemetery in England to be Registered as of Special Historic Interest. It is still an active burial ground but largely unknown outside the Jewish community. It has hundreds of memorials to some of the most notable individuals from the community's history as well as graves of many thousands of ordinary people.

The role is funded by the National Lottery Heritage Fund.

The 'House of Life' Project

From 23 August 2020, the cemetery will open as a heritage site to the public, for people of all backgrounds to visit, learn, contribute and value it as an important part of shared British and Jewish heritage.

Work under way since 2018 has reached a key milestone. The US will be opening a new visitor experience at the cemetery, along with refurbished buildings, newly planted garden areas across the grounds and new ways of sharing the cemetery's stories. New visitors from all backgrounds will be welcomed to explore the heritage of the site and London's Jewish community.

The 'House of Life' project has four strands:

1. To repair and upgrade the fabric of historic buildings, green the landscape and conserve graves, making the site safe and accessible to the public for years to come.
2. To refurbish and adapt The Lodge, Prayer Hall, Portico and former Mortuary into multi-purpose visitor welcome, interpretation and learning spaces. Interpretive media will explain the heritage of the site, histories of the British Jewish community, the lives of people buried there and Jewish burial custom.

President: Michael Goldstein

Treasurer: Maxwell Nisner

Trustees: Andrew Eder, Claire Lemer, Fleurise Lewis, Nicola Rosenfelder, Barry Shaw, Saul Taylor, Jacqui Zinkin

Chief Executive: Steven Wilson



The **US**

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London's Place to Remember

3. Enable greater public access, engage with and inspire a wide range of people, including existing and new visitors, Jewish and non-Jewish, through guided tours, self-guided trails, exhibitions, formal and informal learning, events, volunteering and outreach.
4. Secure a sustainable future for the cemetery as a visitor destination as well as permanent Jewish burial ground, with a shift to significant volunteer involvement and partnership working.

Requirements of the role

This job description is not prescriptive; it outlines key tasks and responsibilities of the post. These are subject to change in response to changes in legislation or United Synagogue operational procedures. Any changes will be made in consultation with the post holder.

1 MAIN PURPOSE OF JOB

Willesden Jewish Cemetery's new visitor experience is opening for the first time in late August and we need someone to work alongside project staff and volunteers to create a great visitor welcome in a safe way. The freelance duty manager would staff the visitor centre for two shifts a week (between 8-12 hours per week), with a mixture of Sundays and weekday mornings, alongside a Front of House volunteer.

At other times the duty manager role will be carried out by one of the existing three project staff. Also present at the cemetery are grounds staff from another department. This role will be subject to a DBS check.

2 DUTIES & RESPONSIBILITIES

- Opening up and closing the buildings which are part of the visitor experience and communicating with the site team about the opening and closing of other parts of the site.
- Checking and switching on and off exhibits and displays.
- Helping visitors to feel welcome and safe on site, including greeting visitors and encouraging compliance with Covid-safe measures.
- Supporting volunteers to create a great visitor welcome, including helping resolve complaints and queries.
- Taking responsibility for the health and safety of visitors and volunteers on site, including responding to/ referring incidents requiring first aid to the site's First Aider and acting as a fire marshal.
- Cleaning commonly used/ touched items and surfaces to comply with Covid-safe measures.
- Regularly patrolling the site to check signage and matters arising.

3 OTHER DUTIES



JD Duty Manager, Aug 2020

WILLESDEN JEWISH CEMETERY

London's Place to Remember

- To undertake such other duties, training and/or hours of work as may reasonably be required and which are consistent with the general level of responsibility of this job.
- To undertake health and safety duties commensurate with the post and/or as detailed in the Cemetery Manager's Health and Safety policy.
- Bring to the attention of senior staff any health and safety requirements which become evident. In the event of any immediate danger, to take the appropriate action to reduce risk or physical danger to staff, contractors, members, volunteers, children, parents or visitors.

4 VALUES

As our new heritage experience opens, the post-holder will play a key role in helping to create a greater sense of welcome and access for all visitors, ensuring that people from all backgrounds have a satisfying experience and feel welcome and safe on site.

The post-holder will be expected to support our focus on volunteers also have a great experience and feeling valued and listened to.

5 PERSON SPECIFICATION

Experience and Qualifications

- Experience working in a front of house/ visitor experience role in a cultural setting, preferably in a museum, gallery or heritage site
- Experience working with volunteers
- Experience applying health and safety measures within a heritage setting; a valid first aid qualification would be a plus.

Skills

- Able to carry out tasks and supervise others in an agile fashion, responding appropriately to changes.
- Ability to work unsupervised and project manage their own area of work, and deliver results under pressure within tight deadlines and objectives.
- To work in a professional manner with members of the public and to develop effective working relationships with colleagues and United Synagogue representatives at all times.
- To be able to work as an effective and proactive member of the United Synagogue team.

Commitment

- Must share and be able to communicate the ethos of the House of Life project which is situated in a working Jewish cemetery.

Quality and Operational Standards

- Ensures that the work produced is of a high standard and meets the project's key performance indicators.



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London's Place to Remember

A successful candidate will:

- Be committed to the aims of the United Synagogue and act as an ambassador for it.
- Comply with policies, procedures of the United Synagogue.
- Maintain high levels of discretion and confidentiality at all times.



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