

GARDEN MUSEUM

Job title:	Benton End Duty Manager (Weekdays)
Contract type:	Temporary
Pay Rate:	£13 per hour
Hours:	15 hours per week to include every Tuesday and Thursday from 2 June – 19 July (with possibility of extension and/or overtime)
Location:	Benton End, Hadleigh, Suffolk
Start date:	May 2026

After three years of hard work we are ready to open the walled garden to visitors! Come and be part of the team supporting our open days this summer.

Benton End overview:

Benton End in Hadleigh, Suffolk is the former home of celebrated artist and gardener Sir Cedric Morris (1889 – 1982) and his lifelong partner, artist, Arthur Lett-Haines (1894–1978). It lay in private ownership as a family home between 1983–2019.

In 2021 Benton End was majority gifted to the Garden Museum by the Pinchbeck Charitable Trust with the intention that the house and garden might be restored and re-opened as a place of learning once again.

Benton End will become a centre for artistic and horticultural study once more. 'To encourage freedom of invention, enthusiasm and enjoyment,' echoing the spirit of Cedric and Lett.

We have begun with renewal of the Walled Garden, in collaboration with landscape designer Sarah Price, which will re-open to visitors in summer 2026.

Benton End is a subsidiary of the Garden Museum.

The role:

We have restored and revived the walled garden at Benton End and are delighted to be able to open it to visitors once more.

We will open the walled garden on select days in June and July, on Tuesdays, Thursdays, Saturdays and Sundays.

We are seeking a friendly Duty Manager to welcome visitors and oversee the smooth running of these open days during the week. .

The Duty Manager assists and welcomes all visitors to Benton End, ensuring delivery of a memorable, efficient and safe visitor experience.

As Duty Manager, you will play a key role in upholding our standards and ensuring a fantastic experience for our visitors throughout the public areas of Benton End; including taking responsibility for incident control, fire evacuations, and health and safety; working closely with colleagues across all departments, you will ensure that the experience of our visitors is uniformly excellent. A seamless standard of visitor experience and care will be achieved.

You will be based outdoors, in the gardens, reporting in to the Project Director. You will have responsibility for ensuring the smooth and efficient operations including the enjoyment, security, experience, well-being and Health and Safety of Benton End visitors. You will also be responsible for overseeing and co-ordinating responses to operational problems that arise onsite when the public are involved.

As a Front of House professional, you will ideally have some experience of working in a busy, visitor-focussed environment. You will be an excellent communicator, able to lead by example and work with Volunteers effectively. You will be confident in operating independently when required. Taking a positive approach to a range of situations and challenges, you will use your initiative to co-ordinate responses during incidents, ensuring that visitor safety and enjoyment is at the forefront of all decision making.

You'll be in charge of our little shop, putting through sales and taking donations.

You will be responsible for the compliance of health and safety of visitors, complying and enforcing the security of the museum, fire evacuation responsibilities and any other duties appropriate to the fulfilment of the role.

This role will be required onsite every Tuesday and Thursday from 2 June until 19 July, with some training required beforehand and some opportunities for additional days to support events, learning sessions etc (tbc).

Duty Manager tasks (inclusive of but not limited to):

- Provide a warm welcome to all visitors through excellent customer service
- Be a key holder for Benton End and be responsible where necessary for the opening and closing of the premises
- Cash-handling/Sumup operation for the shop, confidently reconciling sales and payments at the end of the day (cashing-up)
- Managing and processing visitor numbers
- Co-ordinating the safe entry and exit of visitors, including managing pre-booked accessible parking spaces and directing visitors to car parks in Hadleigh where necessary
- Maintaining a clear ingress and egress for our neighbours, who share our driveway, at all times
- Supporting special event days such as parties, learning sessions and open days
- Supporting the Project Director with administrative tasks where necessary, including replying to general enquiries via Benton End's email inbox.
- Supervising the shop and supporting the Project Director with stock management
- Supporting the Garden Team with the supervision of volunteers, actively contributing to volunteer training and induction
- Any other activities as reasonably required

Key areas of responsibility include (inclusive of but not limited to):

- Providing a warm, friendly, professional welcome
- Ensuring the health and safety of all visitors, especially upon arrival and leaving Benton End
- Invigilating the gardens and providing logistical support to visitors
- Assisting with the set-up, pack down and running of special events such as the opening party and Hadleigh Open Gardens
- Any other activities as reasonably required

Person specification (inclusive of but not limited to):

- Excellent Customer Service Skills
- Track record of successfully dealing with the public in a visitor or customer focused environment (having some experience in a similar role would be advantageous, particularly also with Retail and Key Holder experience)
- Excellent communication skills, especially face-to-face
- Ability to work efficiently with competing priorities
- Highly developed interpersonal skills
- Awareness of facilities, visitor health and safety, and security issues (heritage/arts/culture venue experience being advantageous)
- Computer literate and competent in Microsoft Office packages
- Ability to do lifting and carting of displays, tables, chairs, etc
- Highly organised and with attention to detail
- Friendly and personable manner with ability to work with a diverse public of visitors

APPLICATION PROCESS

To apply, please submit your CV and a covering letter which explains how your skills and experience meet the requirements of the role **by 5pm on 12 May 2026** to bentonend@gardenmuseum.org.uk.

Please ensure you mark the subject box: DUTY MANAGER —BENTON END

Interviews will be held on week commencing 18 May 2026

We regret that we are unable to respond to all applicants, you will only hear from us if we wish to invite you to interview.

Equal Opportunities

The Garden Museum aims to be an inclusive organisation where everyone is treated with respect and dignity, and where there is equal opportunity for all. The Garden Museum respects and values diverse characteristics. We are committed to positively engaging and celebrating the differences of our diverse staff and users, to enable us to achieve our aims within the organisation and the external community.