

Job Description

Job Title	Visitor Experience Supervisor
Department	Visitor Experience
Reporting to	Visitor Experience Manager
Hours	Part-time - 15 hours Sunday and Monday – 9.00am-5.30pm

The purpose of this post is to cover a maternity leave absence which is expected to last for one year.

Summary

The Visitor Experience Supervisor is one of the first points of contact for all our visitors as they arrive at the Museum. The Visitor Experience Supervisor, who works as part of the Visitor Experience team, oversees the day-to-day operation of the Museum so we deliver an exceptional visitor experience. It is imperative they deliver excellent customer service by providing a friendly, efficient, and informative welcome.

The Visitor Experience Supervisor has the responsibility for securely locking up the Museum at the end of the day.

Job role:

Key responsibilities:

- The Visitor Experience Supervisor is responsible for the day-to-day operation of the Museum.
- They are the key point of contact for all staff and volunteers on operational matters, problem solving to ensure any issues are resolved quickly and efficiently.
- They are responsible for securely locking up the Museum at the end of the day.

Visitor Experience:

- Provide exceptional customer service by offering a warm welcome as visitors arrive at the Museum for their visit.
- Ensure high standards of visitor experience are maintained throughout the day.
- During busy periods, manage the queuing system for visitors arriving at the Museum.
- Process and sell admission tickets for visitors in an efficient and prompt manner.
- Accurately record details supplied by our visitors for Gift Aid purposes, aiming at a 65% sales conversion rate.

- Actively sell the Museum guidebook, aiming for a 5% sales conversion rate, as well as encouraging sales of other Museum products and services.
- Process retail sales efficiently and accurately, being knowledgeable of our retail merchandise.
- Assist with pricing of retail stock and the replenishing of merchandise.
- Support and assist the Retail Manager by helping to keep the shop clean, tidy, and well-stocked at all times.
- Provide information and assistance to visitors, identifying individual needs and assisting where possible.
- Support the Café team by assisting with table clearing, dishwasher duties, as and when required.
- Respond promptly to any visitor, volunteer, or staff enquiry, reporting any issues to the Assistant Visitor Experience Manager and/or Visitor Experience Manager.
- Keep up to date with exhibition content, scheduled events, and activities to provide visitors with this information.

Operations:

- Undertake the daily procedures for opening at the start of the day preparing the Museum for our visitors by 10.00am each day.
- Highlight any issues with the morning cleaning team's performance of their tasks, reporting these to the Visitor Experience Manager.
- Report any issues with the working condition of our exhibitions to the Assistant Visitor Experience Manager and/or Visitor Experience Manager.
- Once the Museum is closed carry out the locking up procedures, ensuring the Museum is left locked and secure at the end of the day.
- As and when appropriate, support with the setting-up and delivery of events.
- Support with the setting up of corporate events and our programme during school holiday periods, such as theatre shows, as and when appropriate.

Volunteers:

- Daily management of the Visitor Experience volunteers, including organising volunteer rotas, radio checks and breaks; raise any issues with the Head of Human Resources and/or Volunteer Coordinator.
- Organise the volunteer rota for the next day by checking the 'Three Rings' system.
- Ensure the volunteer rota is full for a rolling seven-day period.
- Be proactive in ensuring that the Visitor Experience volunteer rota is maintained for each month; contacting volunteers to cover cancellations as and when they occur.

General duties:

- To be the responsible person during evacuation procedures, consulting with the emergency services and senior members of staff.
- Administer first aid to staff, volunteers, or visitors.
- Assist with the invigilation of the Gallery/exhibition areas, as and when required.
- To maintain excellent standards of personal appearance.
- Carry out any other tasks that may be assigned to you in line with this role.

The above list is not exclusive or exhaustive and the job holder may be required to undertake other duties as may reasonably be required.

Competencies

Essential

- Previous experience in a visitor-facing role in a similar/comparable environment.
- Must have a 'can-do' attitude.
- An excellent team player who can face the daily challenges competently and calmly.
- Excellent communication skills to interact confidently with visitors.
- A passion for exceeding visitor expectations and a willingness to go the extra mile.
- Ability to use your own initiative, practical approach to problem solving.
- Conscientious, enthusiastic, and motivated.
- Excellent organisational skills, with thoroughness and attention to detail.
- Working knowledge of Microsoft packages.
- Willing to undertake any training as required.
- Flexible to work weekends, bank holidays and the occasional evening (when required).

Desirable

- Previous experience of coordinating a volunteer team/rota.
- First Aid training or qualification (training can be provided).
- Previous experience in a museum/heritage/tourist attraction.