

Job Description

Job Title	Visitor Experience Supervisor
Department	Visitor Experience
Reporting to	Head of Marketing (Interim Manager)
Hours	2 x 15 hour contracts: 1: 9.00am-5.30pm; Sunday and Monday 2: 9.00am-5.30pm; Tuesday and Wednesday
Contract	Temporary 6-month fixed term

Summary

The Visitor Experience Supervisor plays a key role in ensuring that all visitors to the Museum have a welcoming, educational, and enjoyable experience.

The Visitor Experience Supervisor oversees the daily operations, supporting the team, staff and volunteers, to ensure consistently high standards of customer service standards are provided, across all public-facing areas of the Museum. It is imperative they deliver excellent customer service by providing a friendly, efficient, and informative welcome.

The postholder assists with the coordinating of staff across our retail, admissions and Café to maintain high standards of services, safety, and engagement.

The Visitor Experience Supervisor has the responsibility for the opening and closing of the Museum, securely alarming the building at the end of the day.

Job role:

Key responsibilities:

- The Visitor Experience Supervisor oversees 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.
- Act as a primary point of contact for escalated visitor issues and resolve them promptly.
- They are responsible for opening and closing the Museum, securely locking and alarming the building at the end of the day.

Visitor Experience:

- Ensure high standards of visitor experience are maintained throughout the day, addressing visitor concerns and implementing feedback.
- During busy periods, manage the visitor flow at Front of House.
- 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.
- 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 Assistant Visitor Experience Manager.
- Report any issues with the working condition of our exhibitions to the Assistant 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.
- Assist colleagues to deliver cross arts programming (productions and performances), informal learning activities (family make & take and storytelling), museum lates, lunchtime recitals, and a variety of community engagement initiatives.
- Support with the setting-up of corporate events, as and when required.
- Ensure compliance with health and safety procedures across the Museum.

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 sufficient 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 shift shortages as and when they occur.
- Maintain effective communication with the volunteer team.

General duties:

- To be the responsible person, Fire Marshal, during evacuation procedures, consulting with the emergency services and senior members of staff.
- Administer first aid to visitors, staff, or volunteers; or provide support in first aid incidents if required.
- Assist with the invigilation of the Gallery/exhibition areas, as and when required.
- Assist the Assistant Visitor Experience Manager with administrative and general operations, as and when requested.
- 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, staff and volunteers
- 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
- Familiarity with ticketing systems, and scheduling tools
- 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

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

Hours:

- Contract 1: 9.00am-5.30pm: Sunday and Monday
- Contract 2: 9.00am-5.30pm; Tuesday and Wednesday