

Designation:	Visitor Services Supervisor
Grade:	Stroud 3
Responsible to:	Front of House Manager
Service Area:	Cultural Services
Post Number:	CULXXXX

ESSENTIAL CRITERIA

QUALIFICATIONS

Maths and English GCSE C or higher or equivalent
Education to at least A-Level standard or equivalent

EXPERIENCE

- Working in a busy, public facing environment
- Staff or volunteer supervision
- Cash handling and related administration
- Venue management or supervision

SKILLS & KNOWLEDGE

- Excellent customer care skills
- Excellent communication skills - verbal and written
- Developing people focussed processes
- Practical understanding of applicable health & safety
- Able to develop, refine and operate procedures
- Experience in using digital systems and tools (e.g. financial, website management, social media, customer relationship management databases)
- A demonstrable interest in local history and heritage
- Computer literate (including Microsoft *Office*, e-mail, internet, social media)

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Is calm in a busy environment
- Meet and manage public expectations of the service
- Ability to prioritise issues based on risk/urgency
- Can present solutions to issues, and find creative solutions to problems
- Ability to manage own time and workload, and that of others
- Engender a positive team ethos
- Able to accurately and quickly switch between tasks and duties
- Personal presentation commensurate with public facing service

OTHER

- Committed to working for an employer that values equality, diversity and inclusion
- Flexibility to work to suit the museum's opening hours and programme/ booking requirements

DESIRABLE CRITERIA

QUALIFICATIONS

- NVQ or equivalent in business studies or museum/heritage studies or a related field

EXPERIENCE

- Working in a museum or heritage setting within visitor services
- Developing a public service function
- Marketing a service or venue

SKILLS & KNOWLEDGE

- Selling and merchandising
- Delivery of training
- Undertaking and reporting evaluation
- Operating electronic point of sales
- Detailed Health & Safety knowledge
- Awareness of access & equal opportunities
- Can use social media and website editing tools

CORE COMPETENCIES

1. Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication to suit your customer, using effective listening with the ability to persuade and influence where appropriate.

2. Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, in line with policies.

3. Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

4. Innovating

You will be able to seek better, more effective ways of delivering services.

5. Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

6. Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.

7. Conscientiousness

You will be able to be conscientious in the work you do and demonstrate that you can work in an organised and orderly manner.

You will be able to demonstrate that you can be industrious in the way you work.