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| <b>Designation:</b>     | <b>Visitor Services Supervisor</b>   |
| <b>Grade:</b>           | <b>Stroud Grade 3</b>  |
| <b>Hours:</b>           | <b>22hrs per week average over two weeks - 29hrs week one and 15hrs week two – refer to attached schedule.<br/>24 month contract</b>   |
| <b>Location:</b>        | <b>Museum in the Park, Stratford Park, Stroud</b>  |
| <b>Job Purpose:</b>     | <p>Deliver high quality visitor services that are customer focussed, maximise usage, exceed expectations and support income generation.</p> <p>With input from colleagues undertake day-to-day delivery of marketing and promotion of museum events, activities on-site and through digital channels, including Museum Membership.</p> <p><b>To be the person in charge of the Museum in the Park premises whilst on duty.</b></p> |
| <b>Responsible to:</b>  | <b>Front of House Manager</b>  |
| <b>Responsible for:</b> | <p><b>Supervision</b></p> <ul style="list-style-type: none"> <li>• Support line manager in their management of Visitor Assistants and casual staff and museum volunteers when on duty.</li> <li>• All other staff, contractors and premises hirers when acting as Duty Manager.</li> </ul>   |

## KEY DUTIES

- To support line manager and supervise the day-to-day operation of visitor and commercial services (front of house operations, rotas, marketing, bookings & event supervision, administration, membership and income generation).
- To maintain the highest possible standards of health & safety, security (visitors, staff, premises & collections), housekeeping and facilities management at the Museum in the Park.
- Deliver regular marketing and promotional activities both on-site and digitally, including updating the Museum's website
- With a focus on visitor services support other Officers in the delivery of the public programme (events, exhibitions and collections).
- To assist with training and supervision of Visitor Assistants (incl. casual and voluntary)
- To lead as the customers first point of contact for all museum related enquiries.
- To be customer focussed and strive for the widest possible access to the service
- To develop and deliver visitor services to maximise usage and customer satisfaction whilst ensuring that resources are efficiently managed.
- To act as duty manager and carry out necessary front-of-house duties.
- Act as key-holder for the Museum in the Park premises

Work subject to interruption to the programme of tasks but not involving any significant change to the programme.

## SKILLS AND KNOWLEDGE

- Good general education or equivalent experience
- Excellent communication skills both verbal and written
- Excellent customer care skills
- The ability to understand and implement wide-ranging museum systems and procedures
- Experience of staff supervision, including volunteers
- Experience or good awareness of social media, websites and marketing tools and their application
- Experience of working with the public
- Experience of cash handling and operating financial systems and procedures
- Good administrative skills
- Practical understanding of health & safety
- IT Literate
- Ability to manage own time and workload and supervise other staff on duty

Ability to undertake work concerning more involved tasks confined to one function or area of activity, which requires a good standard of practical knowledge and skills in that area of activity.

## COMPLEXITY AND CREATIVITY

- Able to 'sell' products, services, ideas and concepts to people.
- Support line manager to maintain and deliver the very best visitor services.
- To maintain positive working relationships with SDC colleagues, the Cowle Trust, contractors, actual and potential customers and users, voluntary organisations.
- Continually seek improvements to visitor services issues and ensure that these are communicated to colleagues.
- Able to review and undertake agreed changes to processes
- Assist your manager in ensuring that a positive team ethos is engendered and maintained. Be a positive team member

Work essentially conducted in accordance with established procedures/practices but needing occasional creative skills to resolve routine problems.

## JUDGEMENT AND DECISIONS

- Routine decisions on aspects of work with all other decisions being referred to line manager

Work is carried out within clearly defined rules and procedures involving decisions chosen from a range of established alternatives.

## CONTACTS

- Members of the public
- Members of the Council
- Members and staff of other local authorities / partner agencies
- Suppliers and contractors

Contact required in respect of well-established matters providing readily available information or assistance, or occasionally dealing with issues where the outcome may not be straightforward.

## RESOURCES

Responsible for the proper use and safekeeping of equipment and for the accurate handling and security of small sums of cash and cheques.

## TRAVEL DESIGNATION

You will be entitled to claim for the mileage you incur whilst on Council business in accordance with HMRC mileage rates and the Council's Travel and Subsistence policy.

## GENERAL

- To work with communities sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/diversity at all times and work within the requirements of the Council's Equality, Diversity and Inclusion Policy.
- To undertake all training and development initiatives as required.
- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

## MISCELLANEOUS

- Enhanced DBS check required
- All museum staff are expected to dress appropriately for a public facing service and their role. Generally, this is smart but not formal and includes trousers or skirt and appropriate footwear. Staff are required to wear the badge provided.
- Show a commitment to safeguarding the welfare of vulnerable adults, young people and children, in line with the organisation's policy

*This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.*