

# MUSEUM OF THE HOME

## Job Description

Job title:	Visitor Experience Team Leader
Salary range:	£14,400 per annum part time (£24,000 FTE)
Working hours:	Part time, 21 hours worked Friday, Saturday and Sunday each week
Reporting line:	Assistant Visitor Experience Manager, Visitor Experience Manager

## Job Purpose

Our Visitor Experience team are ambassadors for the Museum's vision and values. This role sits at the heart of the Museum visitors' experience. Its main aims are:

To support and energise the Visitor Experience Host team on a daily basis, leading by example and collaborating with peers to create a positive and memorable experience for each and every visitor.

To coordinate daily team operations, ensuring shared responsibilities and tasks are carried out efficiently and effectively.

To maintain a safe and secure environment for everyone using our spaces, acting as daytime duty manager on a rotational basis and at occasional evening events by prior arrangement.

## Main Responsibilities

Support and energise the Visitor Experience Host team on a daily basis, leading by example and collaborating with peers to create a positive and memorable experience for each and every visitor:

- Lead from the front, demonstrating excellent visitor experience and engagement through daily interaction with visitors at the welcome desk, in the galleries, in the shop and at special events
- Take a confident approach to fundraising and income generation by promoting donations, memberships, digital guides and other products, and encourage team members to do the same
- Develop, maintain and share a good working knowledge of our temporary exhibition and events programme, supporting team members to retail tickets using the ePOS system
- Discover new ways to understand and explore our permanent, temporary and online content, sharing inspirational stories, interesting facts and tips for engaging with visitors with the wider team
- Ensure high standards of presentation at all times, taking action to resolve minor technical and maintenance issues and escalating to other departments or external contractors when appropriate
- Lead the team at public programme, commercial and private events

Coordinate daily team operations, ensuring shared responsibilities and tasks are carried out efficiently and effectively:

- Ensure all team members receive an informative and motivating briefing at the start of their shift
- Coordinate the daily pre-open safety, security and presentation checks and end of day close procedures
- Compile a daily working plan for the team, allocating invigilation positions, essential tasks, lunch and comfort breaks
- Resolve absences and staffing shortages by flexing the daily working plan or sourcing additional cover
- Supervise the timely rotation of team members through invigilation positions, tasks and breaks, covering essential roles as and when necessary
- Carry out end-of-day reporting and ePOS reconciliation tasks
- Contribute to a briefing sheet for the following day, updating and adding information as necessary
- On occasion, supervise Visitor Experience volunteers working in the galleries and providing tours of Almshouse 14
- On occasion, welcome schools and organised groups, providing a short five-minute introduction and orientation talk to help group members get the most from their visit

Maintain a safe and secure environment for everyone using our spaces, acting as day time duty manager on a rotational basis and at occasional evening events:

- Invigilate gallery spaces and report security incidents and concerns as they arise
- Be vigilant to and report any changes to the condition of the building and collections
- Report all accidents, safeguarding incidents and dangerous situations
- Assist in the emergency evacuation of all public spaces
- Be willing to train as a first aider, fire warden and building recovery manager
- On a rotational basis, unlock the site at the start of the day in readiness for occupation by staff and, at the end of the day, follow 'lock and leave' procedures to secure the site overnight
- On a rotational basis, act as duty manager, leading the first-line response to emergency incidents and taking reasonable action to keep visitors, staff, volunteers and the collection safe
- Document and report all incidents that occur while acting as duty manager, sharing lessons learned and recommending actions to improve processes wherever possible

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

### **Key Performance Indicators**

- Receiving positive visitor feedback and achieving team visitor satisfaction targets
- Making a positive contribution to shared fundraising and income generation targets
- Building a strong relationship with the Visitor Experience Host team, Visitor Experience volunteers, the Visitor Experience Managers, event managers and project leads across the Museum
- Working independently to manage both minor operational issues and emergency incidents with minimal impact on visitor experience

## **Our values and how they are represented in this role**

**Collaborative** – work with team members, volunteers, managers and key individuals in other Museum teams

**Agile** – help the team to adapt to new systems, processes and tasks as they are introduced

**Risk-taking** – try new ways of engaging with and inspiring visitors and be willing to learn and improve

**Creative** – find innovative solutions to unexpected issues such as staffing changes or technical failures

**Eco-active** – take simple actions to help the Museum become more sustainable in its daily operation

**Inclusive** – help ensure our visitor experience meets the needs of people from a wide range of backgrounds

## **Experience**

Essential experience:

- Leading or supervising a team in a busy visitor experience, retail or hospitality environment
- Rostering or scheduling teams, adapting to unexpected absences and additional staffing demands
- Motivating a team to achieve income and performance targets
- Supporting team members to develop existing skills and learn new tasks
- Health and safety, security and incident management in a public space
- Operating a till or using a ticketing system, with experience of cashing-up/reconciliation
- Operating and troubleshooting audio visual equipment, including digital screens, speakers, projectors and digital interactives

Desirable experience:

- Coordinating multiple events or activities, liaising between internal and external event leads, clients and contractors
- Delivering tours and talks to a wide range of different audiences
- Supervising and supporting volunteers
- Duty management and emergency incident response in a complex public space

## **Skills/Knowledge/Personal Attributes**

Essential:

- Visitor-focused with exceptional customer service skills
- Able to lead by example, motivate and inspire high standards in others
- Strong verbal communication and written communication skills
- An eye for detail and a desire to maintain excellent presentation
- Able to work independently and use initiative to respond to unexpected challenges
- Strong IT skills, including Microsoft Word, Excel and Teams
- Technically minded and able to adapt quickly to new systems, processes and equipment

Desirable:

- A demonstrable interest in cultural tourism or visitor attraction management
- First aid, fire warden, health and safety or security training or certification

#### **Other requirements**

- The successful candidate must hold or be willing to gain a recognised first aid or fire warden certificate. Training to understand the role of building recovery manager in the Museum's emergency recovery plan will be provided by the Museum.
- This is an active, floor-based role, with significant time spent moving between spaces and occasional manual handling. A reasonable level of physical fitness is required.
- Working on Saturday and/or Sunday on a weekly basis is expected of both full time and part-time role holders
- Flexibility to work occasional evenings and bank holidays (except Christmas Day, Boxing Day and New Year's Day) is essential
- A DBS (criminal record) check at the appropriate level will be required before the successful candidate can start work