

Job Description

Role: Visitor Services Supervisor

Responsible to: Head of Visitor Services

Responsible for: Supervision of Visitor Services Assistants and Volunteers

Purpose of the Role

The Visitor Services Supervisor will provide a welcoming, safe and accessible service and have the flexibility to work across all Arnolfini's front facing functions including Shop, Welcome Desk, Internal & External Public Programming activities, and commercial hires.

The Visitor Services Supervisor will support the day-to-day running of the visitor offer. You will supervise a team of Visitor Services Assistants and Volunteers, ensuring our safeguarding policy and health and safety policy and guidelines are followed across all Arnolfini's public spaces.

Key Responsibilities

Visitor Experience & Customer Care

- To organise day to day running of the visitor service offer. Actively troubleshooting problems in order to ensure the service and team is delivering the highest level of visitor welcome, care and facilitation.
- Ensure systems and procedures relating to the visitor offer are effective and faults reported.
- Actively contributing towards evaluation of visitor experience.
- Ensure the on shift team of Visitor Services Assistants and Volunteers are briefed, supported and fully informed of the day to day activities.
- Providing an exceptional standard of customer service by proactively engaging with visitors of the building to enhance their experience.
- Provide additional support to visitors with specific needs as required.
- To respond to enquiries, answer questions and direct visitors as appropriate in a polite and professional manner.
- To promptly and professionally resolve any visitor comments or complaints or to escalate appropriately.
- Ensure exceptional presentation of public areas.
- To support and actively participate in and contribute towards visitor enjoyment and understanding of our exhibitions and installations through informal communication with visitors.
- Delivery of programmed interpretative sessions for visitors such as short talks or guided tours.
- To assist with school visits, including welcome, orientation and troubleshooting for schools.
- To assist with the setup and close down of event and room bookings and supporting the guests.

Security & Safety support

- Provide First Aid.
- To play a role in the evacuation visitors and staff from the building in an emergency and to be fully up-to-date with Arnolfini's emergency procedures.
- To report any maintenance issues, to ensure we are responding to and resolving issues which effect the public offer.
- To work with other Arnolfini staff to ensure the safety and security of the building and maintain a secure and safe environment for visitors.
- Be present and vigilant, ensure the health and safety and comfort of visitors. Identifying and reporting any potential safety and security issues.

Income generation support

- To work flexibly and support a number of income generating functions – including Shop, Welcome Desk and other sales points, accounting for taking income from sales in line with financial regulations.
- Promoting the Café/bar, programming and venue hire offer.
- To support the implementation of the visitor giving strategy, by actively seeking donations from visitors.

Supervision & reporting

- Liaising with other delivery staff, including Security and Technicians.
- Supervising and supporting Visitor Services Assistants and volunteers.
- Liaising with the Café/bar team on day to day activities.
- Reporting activity and feedback to relevant staff members.

The job description sets out the key outcomes required. It does not specify in detail the activities required to achieve these outcomes.

Personal Specification

Essential

- Has experience in delivery of different activities and functions within a cultural venue. Including shop, Information desk, Internal & External Public Programming activities, and commercial hires
- Experience working with technicians, contractors and event clients.
- Experience supervising and supporting a team of staff and volunteers.
- Experience of identifying and reporting Health & Safety and security matters.
- Ability to know when to delegate tasks
- Is confident and creative with problem solving
- Flexible and resilient approach to working.
- Can demonstrate experience of front of house and customer service
- Is able to assist all visitors in a helpful, friendly, courteous and confident manner
- Can respond to conflicting live priorities and delegate where necessary

- Is practical with a hands-on approach
- Has the ability to stay calm under pressure and solve problems.
- Is able to work as part of a team in a supportive and cooperative manner.
- Ability to communicate effectively with colleagues, visitors and diverse audiences, both verbally and in writing.
- Understanding of the role of galleries in engaging with diverse audiences and demonstrable understanding and commitment to equalities issues and their implementation in a cultural context.
- Willingness to undertake any necessary training to fulfil the role.
- Have a working knowledge of Microsoft Office applications or equivalent including the following: Outlook, Word, Excel, Internet Explorer, and have a willingness to learn new applications and technology as appropriate.

Desirable

- First Aid Certified
- Health and safety training