

Job Description

Role: Visitor Services Supervisor

Responsible to: Visitor Services Manager

Responsible for: Supervision of Visitor Services Assistants and Volunteers

Salary: £26,000 per annum (paid on a pro-rata basis), which equates to £5,200 per annum (£12.50 per hour).

Hours: Every other weekend (Saturday and Sunday) equating to 8 hours per week. Additional hours will be available, including evenings and weekends on a casual basis.

Purpose of the Role

The Visitor Services Supervisor will meet and greet visitors and provide a consistent and engaging experience, ensuring our visitors always have a safe and enjoyable visit.

You will supervise a team of Visitor Services Assistants to deliver engagement activities, invigilate gallery spaces and uphold our Health & Safety and Safeguarding policies and procedure

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 engagement, 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..
- 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 visitor engagement activities; these take the form of short talks or guided tours
- To assist with school visits, including welcome, orientation and troubleshooting for schools.

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- To assist with the setup and close down of event and room bookings and supporting the guests.

Security & Safety support

- To play a key role in the evacuation of visitors and staff from the building in an emergency and to keep 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. Pro-actively identifying and reporting any safety and safeguarding issues.
- Provide First Aid.

Income generation support

- Promote donations and check that donation points are operational during gallery opening procedures.
- 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.
- Promote the Café/Bar, programmed events, and the Bookshop to visitors
- 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

- Passionate about cultural venues and engaging with visitors
- 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, calm and creative with problem solving
- Flexible and resilient approach to working.

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- 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
- 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

- Experience working with technicians, contractors and event clients.
- First Aid Certified
- Health and safety training