

## **Visitor Services Manager**

**Salary: £30,000 - £32,000 PA depending on experience**

**Reporting to:** Museum Director

**Contract:** Permanent, FT

**Benefits:** 30 days holiday inc Bank Holidays, 5% Pension

**Responsible for:** 2 Visitor Services Supervisors, Visitor Services Team casual staff, Facilities Officer & external cleaning teams as needed

**Start date: November 2021**

Discover Bucks Museum has an exciting opportunity for an experienced candidate from the hospitality, heritage, or service industries to deliver excellence in all aspects of our visitor experiences to our transformed museum spaces. You will be joining the team at a time of great change, with the delivery of our new Discover Bucks Galleries telling the story of Bucks people and landscapes opening towards the end of 2021, opening up fantastic opportunities for new programmes for schools, families, and adults. This role is crucial in ensuring high standards of delivery for visitors, excellent management of income generation opportunities and in providing excellent leadership for the Visitor Services Team. We are looking for someone who fits our values of having curiosity, putting people first and being an explorer at heart!

### **JOB DESCRIPTION**

- Working as part of a senior management team, take responsibility for excellence in delivery of the museum's daily activities for visitors, ensuring a fantastic visitor experience
- Lead, build, train, and motivate the Front of House teams (paid staff and visitor services volunteers), ensuring excellent customer care whilst working within agreed budgets
- Maximise income generation opportunities for increased gift aid, donations, annual passes for Roald Dahl Children's Gallery, special exhibitions, event sales and venue hire
- Deliver, service or supervise all aspects of venue hire to the highest standards which may require lifting furniture and/or equipment
- Constantly review and develop spend in retail and catering to meet income targets
- Maximise the use of EPOS and ticketing systems for increased return visits & additional sales
- Monitor and evaluate visitor numbers, reports, and feedback, working with other museum staff to make effective changes where needed
- Take responsibility for visitor surveys for overall visitor experiences
- Participate in Senior Management meetings and objectives
- Respond to any visitor complaints and enquiries, and implement changes as needed
- Working closely with relevant staff, ensure due diligence in H&S and legal compliance in all areas is delivered for the organisation
- Take responsibility for contractors on site and building security/maintenance as needed
- Cover the Visitor Services Supervisor role when needed, at any time throughout the year
- Cover for Facilities Officer essential tasks when needed, any time throughout the year
- Participate in the out of hours alarm call out rota

## **PERSON SPECIFICATION**

### **Essential**

- Excellent leadership skills with experience of leading and motivating diverse teams to achieve results
- Outgoing personality with initiative, enthusiasm, and drive
- Experience in managing visitor experiences, secondary income generation, and venue hire - preferably (but not essentially) in a cultural or heritage setting
- Ability to work within budgets but not compromise on standards
- Excellent organisational and admin skills
- Excellent interpersonal and communication skills
- Ability to analyse trends in visitor figures and sales results to recommend and action changes
- Good IT skills and experience working with MS Office software
- Good team player and ability to work on own initiative
- Ability and willingness to lift furniture and equipment where necessary for event set up
- Experience and understanding of EPOS and online sales systems
- Hands on approach and prepared to lead by example
- Has our core values - is curious and an explorer by nature and puts people first
- Good sense of humour

### **Desirable**

- Some experience of working with volunteers and an appreciation of their crucial contribution to the workforce
- Experience in using Social Media platforms

**Hours: 37 hours per week with regular weekend, Bank Holiday and evening working as necessary**

**Deadline for Applications: Monday 11 October at 9 am.**

**Application Form: <http://www.buckscountymuseum.org/museum/get-involved/vacancies/>**

**Send your completed application form to [director@discoverbucksmuseum.org](mailto:director@discoverbucksmuseum.org)**

**ALL APPLICATIONS BY EMAIL ONLY. NO POSTAL APPLICATIONS WILL BE ACCEPTED.**

**Interview and assessment day: w/c 18 October 2021**

***Candidates need to ensure they are available on the assessment day in order to be considered for the post.***