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**Job Description**

**JOB TITLE :** **UNDERGROUND PASSAGES SUPERVISOR**

**GRADE : 5**

**POST NO : 0283**

**SERVICE : Facilities & Markets**

**UNIT : Tourism Facilities**

**REPORTS TO :** Visitor Facilities Manager ( VFM)

**RESPONSIBILE FOR : Visitor Guides**

**LIAISON WITH :** Visitor Facilities Manager, Exeter Visitor Information & Tickets,Tourism Promotion & Support Officer, local businesses & members of the public

**PURPOSE OF JOB**

To act as supervisor of the visitor guides at Exeter’s Underground Passages and to assist in the day-to-day operation of Exeter’s Underground Passages. To provide an efficient, customer friendly, guiding service to members of the public.

**MAIN ACTIVITIES**

1. To assist the VFM in the day to day operation and management of Exeter’s Underground Passages including all aspects of staff recruitment, staff supervision and development, maintenance, security, public health and safety.
2. Providing the first point of assistance to the public using the Underground Passages, answering questions both by telephone and in person, offering information about the Underground Passages, displays and related matters
3. Guiding organised parties and members of the public through the Underground Passages in accordance with the Council’s health and safety and insurance policies.
4. Safeguarding the public by preserving good order and discipline by taking responsibility for them in emergency situations (e.g. fire alarms etc) and generally ensuring that their visit is pleasant and safe. Responding to any issues raised by visitors.
5. Collecting and accounting for cash in respect of sales of goods, tickets and admissions using manual and computerised records, operations of tills in accordance with financial regulations and responsibility for cashing up and cash floats, as appropriate. Assisting with the weekly banking. Operating the reception and shop sales point. Stock ordering.
6. To be prepared to work at weekends and in the evenings and to cover for staff at the Custom House Visitor Centre and at Exeter Visitor Information & Tickets.
7. To be responsible for locking up the buildings after closing time to ensure all visitors have left the premises. Operating any electronic or other security/surveillance equipment in accordance with Health and Safety Regulations.
8. Assisting in the development and operation of special events.
9. Acting as key holder for the Underground Passages and in the absence of the Visitor Facilities Manager to be on call for emergencies arising at the Underground Passages.
10. To offer a group booking service at the Underground Passages and to assist the VFM in monitoring visitor numbers, income generation and on occasion to undertake customer surveys.
11. In liaison with the VFM and when staffing levels permit to assist school parties in using and handling the collections. To wear period or other costume to enhance the enjoyment of visitors, as required.
12. Cleaning of special areas such as displays and stores and maintaining the Underground Passages to allow safe access by the public, in accordance with Health and Safety Regulations.
13. Assistance in the maintenance & monitoring of environmental control and monitoring equipment, such as gas readers and Radon monitors. Also to include audiovisual equipment and interactive displays.
14. To assist the Tourism Promotion and Support Officer and the VFM in the promotion of the City’s heritage and on occasion to attend tourism exhibitions.
15. To undertake any other duties commensurate with the grading of this post within the Markets & Facilities service

**DATE LAST UPDATED:** November 2017

**Person Specification**

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**JOB TITLE :** Underground Passages Supervisor

**GRADE :** 5 **POST NO :** ED05139

**SERVICE :** Facilities & Markets

**UNIT :** Tourism Facilities

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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** | **CATEGORY** |
| **QUALIFICATIONS** A levels or equivalent degree  Tourism or Heritage qualifications  Customer care qualifications  First aid certificate | **✓** | **✓**  **✓**  **✓**  **✓** | A, C  A, C  A, C  A, C  A, C |
| **EXPERIENCE/KNOWLEDGE SKILLS**  Supervisory experience and skills  Experience of dealing with the public  Good knowledge of customer care  Good verbal and written communication skills  IT and keyboard skills  Cash handling  Experience of working as a tour guide or in a visitor attraction  Good knowledge of Exeter’s history and heritage  Knowledge of health and safety issues  Retail experience including stock monitoring  Knowledge about the up keep of historic buildings | **✓**  **✓**  **✓**  **✓**  **✓**  **✓**  **✓** | **✓**  **✓**  **✓**  **✓** | A, I, R  A, I, R  A, I, R  A, I  A, I  A, I, R  A, I, R  A, I, R  A, I,  A, I,  A, I, |
| **SPECIAL REQUIREMENTS/ATTITUDE**  Working as part of a team  Self-motivated and able to carry out duties with the minimum of supervision  Confident under pressure  Familiar with audio – visual equipment  Research skills | **✓**  **✓**  **✓** | **✓**  **✓** | A,I ,R  A, I, R  A, I, R  A,I  A,I |
| **OTHER**  To work weekends and evenings as required  Hold a full UK driving licence  European language | **✓** | **✓**  **✓** | A, I  A, I  A, I |

**COMPLETED BY: Visitor Facilities Manager**

**DATE: November 2017**

**CATEGORY: A – Application, C-Certificates, T – Testing, I – Interview, R - Reference**