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|  **EXETER CITY COUNCIL** |

**Job Description**

**DESIGNATION :** Visitor Services Supervisor

**GRADE :** G

**POST NO :** 2523

**DIRECTORATE :** Economy

**UNIT :** Museums

**RESPONSIBLE TO :** Operational Services Lead

**SUPERVISORY**

**RESPONSIBILITY FOR :** Assistant Visitor Services Supervisor, Duty Supervisor Museum Assistants including reception, Trainees, Volunteers

**LIAISON WITH :** Facilities Officer, Senior Conservator, other members of RAMM, volunteers; trainees; external organisations; visiting contractors and members of the public (groups and individuals)

**PURPOSE OF JOB**

Responsible for the smooth, safe and efficient day to day operation of museum services and buildings, delivering high quality customer service and maximising visitor experiences.

**MAIN ACTIVITIES**

1. Manages the security requirements of the service including buildings, staff and assets to ensure safe operations that are compliant with insurance, best practice and Government Indemnity Standards.
2. Responsible for staff rostering and supervision, liaising with other museum colleagues to ensure needs of service are met, taking into account the diary of events, hires and maintenance schedules. This includes daily rostering for lunch break and other absence cover, co-ordinating annual leave, supervision of staff, call out etc.
3. Undertaking development, appraisals and sickness ‘return to work’ interviews.
4. Identify team training needs. Devise and deliver in house training and recommend relevant external opportunities for development.
5. Managing uniform issues including safety equipment.
6. Providing support and where necessary cover for Visitor Services Team duties including invigilation, reception duties, retail/till operations, processing event ticketing and bookings, end of day cashing up, call out etc.
7. Attend and lead staff meetings as appropriate.
8. Responsible for ensuring all staff are conversant with emergency evacuation procedures, alarm system, environmental management arrangements, key security and door access systems.
9. Supervision of contractors as required.
10. Liaise closely with the Facilities Officer exchanging information on maintenance issues and operational matters for performance of duty cover of front of house.
11. Undertake monitoring and local management of building and security systems such as CCTV and environmental control systems. Liaise with colleagues where necessary and where personal data is involved compliance with relevant Data Protection legislation.
12. Ensure adequate supply of all materials necessary to ensure the efficient running of visitor services.
13. Responsibility for planning and implementing safe systems of work and operation in all public and service areas, undertaking Risk Assessments as required.
14. Assisting as required with organising the movement of displays, objects, equipment and exhibitions as agreed with colleagues.
15. Carry out building checks as required.
16. Regularly monitor and improve procedures, systems and contribute to planning.
17. Manage delegated budgets efficiently to ensure the service provides good value for money.
18. Maintain efficient administrative systems and procedures, updating manuals, incident logs and diaries as required.
19. Driving duties as needed.
20. Any other duties as required and commensurate with the grading of the post.

**OUT OF HOURS CALL-OUT (STANDBY)**

This post requires the holder to undertake out-of-hours Standby duties for call-out on a rota basis with other colleagues. This covers the period outside normal working hours (**1800 – 0800)** and all day when museum closed. When on standby duty, the post holder must be able to attend any of the museum’s sites **within 20 minutes** of notification from Alarm Receiving Centre or any other alarm notification (this excludes use of taxis).

**Additional Information, Hours of work**

Within contracted hours: to cover the operational hours of the museum service on a rota basis, currently 7:30am to 6:00pm Monday to Friday and 9:00 to 5:15pm Saturdays and Sundays. Hours may change to meet the needs of the service, for example earlier starts for special events.

Evening work will also be required, for which time off in lieu will be given. Please note owing to the nature of the work the rota is regularly reviewed and times may vary.

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The Museums Unit fulfils a cultural and educational role in enriching the lives and experiences of the residents of and visitors to the City of Exeter. The better to do this it maintains an ethos of team work, innovation, high quality, individual ownership of problems, efficient and effective use of budgets and other resources, knowledge transfer and skill sharing, and partnership with outside organisations. All staff are required to work to this ethos and to contribute where they are able to improvement, new ideas, collaboration, and the identification and exploitation of commercial opportunities

**DATE: April 2018**

**EXETER CITY COUNCIL**

**PERSON SPECIFICATION**

**ECONOMY**

**MUSEUMS**

**VISITOR SERVICES SUPERVISOR – CE12274**

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| **SELECTION CRITERIA** | **ESSENTIAL** | **DESIRABLE** |
| **QUALIFICATIONS** |  |  |
| Educated to GCSE level including Maths and English or equivalent. Demonstrably numerate, literate and articulate | ✓ |  |
| Supervisory qualification |  | ✓ |
| **EXPERIENCE/KNOWLEDGE/SKILLS** |  |  |
| Experience of cash handling, using tills, end of day procedures etc | ✓ |  |
| Excellent admin skills: proficient MS Office, Word, Excel, Outlook email etc | ✓ |  |
| Supervising staff and staff rostering | ✓ |  |
| Presenting to, training and briefing groups of staff | ✓ |  |
| Knowledge of safety/security alarm systems |  | ✓ |
| Knowledge of Health & Safety issues | ✓ |  |
| Able to work independently and as part of a team | ✓ |  |
| Working in Customer related industry | ✓ |  |
| Knowledge of building management issues including contractor liaison |  | ✓ |
| Knowledge of computerised booking systems |  | ✓ |
| Working with families and children |  | ✓ |
| Work in a public building.  |  | ✓ |
| **SPECIAL REQUIREMENTS/ATTITUDE** |  |  |
| Able to attend out of hours call-out within 20 minutes when on call-out duty | ✓ |  |
| Required to undertake weekend and evening work within a flexible 37 hour week. | ✓ |  |
| Enjoy working with the public | ✓ |  |
| Smart appearance | ✓ |  |
| Able to work at a height and carry/move large objects  | ✓ |  |
| Honest, reliable and responsive to direction | ✓ |  |
| Willing to train and develop further | ✓ |  |
| Enthusiastic and energetic approach | ✓ |  |
| Excellent people skills | ✓ |  |
| **OTHER** |  |  |
| Demonstrates an understanding and commitment to RAMM’s core values | ✓ |  |
| Category B Driving licence and own mode of transport. | ✓ |  |
| An interest in the arts and heritage  | ✓ |  |

**DATE: April 2018**