

JOB DESCRIPTION

Job Title:	Visitor Experience Supervisor
Employer:	Trustees of the Royal Air Force Museum ('the Museum')
Reports to:	Head of Visitor Experience, London
Direct reports:	Visitor Experience Assistants and volunteers as appropriate
Responsible for:	The day to day supervision of the on-site visitor experience operation, and the provision of technical support in a defined visitor experience activity area

PURPOSE OF THE ROLE:

The post holder will:

1. Help inspire and lead the front of house team, ensuring the experience provided by The Royal Air Force Museum has a clear focus on ensuring our visitors are delighted with first class service and are enabled to connect with our compelling story
2. Actively engage the FoH team of Visitor Service Assistants and volunteers, and staff and volunteers from other Departments, to provide an exceptional visitor experience, excelling in customer service and interaction, and assist the empowerment of others to deliver the same aims and objectives
3. As nominated the post holder will lead on specific areas of the FoH team's work, engaging with other teams as required
4. Be expected to manage/oversee the performance, development and welfare of a subset of VSAs and/or volunteers, and may themselves be required to undertake routine VSA duties when cover is required

ACCOUNTABILITIES

A. duty manager:

1. Manage, Coach and support Visitor Service Assistants in the delivery of a first-class visitor experience
2. Supervise the front of house activities of Visitor Experience Assistants and volunteers
3. Ensure the delivery of appropriate customer care and presentational standards in accordance with the expectations of the Museum
4. Act as the Site Coordinator in emergencies
5. Help to ensure that all front of house staff are customer-focused, motivated and empowered
6. Utilise available staff resources flexibly to meet the needs of the business

7. Ensure the support/ delivery of front of house sales and fundraising activities to maximise financial return and meet specified targets
8. Ensure that agreed safety, security and surveillance measures are being followed
9. Report all incidents and 'near misses' to the appropriate person
10. Ensure that appropriate front of house staff resource is available on the day to support corporate, public and formal events, and provide general logistical support
11. Undertake the formal performance management process for a subset of Visitor Service Assistants and ensure that their welfare and development needs are managed
12. Support and implement museum initiatives re environmental sustainability

B. secondary specialist role:

1. Lead on specific areas of FoH work and provide advice and guidance to the Visitor Experience Manager and other Visitor Experience colleagues. Areas to be addressed may include: Health and Safety, security, volunteer management, event support, emergency planning, commercialisation, environmental sustainability, site logistics etc
2. For your specific topic area(s), take delegated responsibility for ensuring that the front of house operation fully complies with all relevant legislation, duty of care obligations and any industry/sector standards that may apply
3. Undertake research and project work as required to deliver service improvements and/or enhanced performance in your topic area
4. Define and develop volunteering roles that can assist your topic-related work

JOB FUNCTIONS:

Management

1. Act as the Duty Manager when required to do so
2. Act as a customer-focus role model
3. Ensure, through coaching, training and other development opportunities, that all Visitor Experience staff and volunteers have the appropriate skills and experience to deliver excellent customer service
4. Ensure that your subset of Visitor Experience Assistants and/or volunteers feel valued and that their views are taken into account
5. Ensure that the performance of these staff and volunteers is managed in accordance with the Museum's performance management system including the completion of annual performance reviews and regular 1-2-1 meetings
6. Ensure that relevant RAF Museum policies and procedures, including the RAF Museum's Health & Safety Policy and procedures, are communicated to staff and volunteers and, with Line Managers, that the standards outlined in them are maintained
7. Act as a deputy Designated Safeguarding Officer for the Hendon site

Relationships

1. Maintain a positive and collaborative relationship with all Departments of the Museum
2. Be a champion for volunteering in the visitor experience realm

Administration

1. Maintain appropriate departmental records
2. Undertake audits and inspections as required
3. Manage and administer delegated budgets for your specialist topic(s)

4. Manage leave requests, rotas and sickness absence

Policies and Procedures

1. Comply with Health & Safety legislation
2. Adhere to organisational policies and procedures to protect people and the Museum's reputation
3. Uphold the Museums Association's Code of Ethics

Personal Responsibilities

1. Work flexibly as part of a team and support colleagues across all Departments
2. Protect the reputation of the Museum

Hours and Physical Conditions

1. This is a part-time position - 1664 hours (annualised)
2. The post involves working weekdays, weekends, Bank Holidays, early mornings, evenings and overnight as part of a roster system

This is a description of the job at present. The above is not intended to be a comprehensive list of key responsibilities or duties. Other related duties may be required from time to time. It is the practice of the Museum to periodically review job descriptions and to update them to ensure that duties relate to the job then being performed. It is our aim to reach agreement to reasonable changes following consultation. However, if agreement is not possible the Museum reserves the right to make reasonable changes after consultation.

PERSON SPECIFICATION

CRITERIA	STANDARD	E/D	EVIDENCE
Qualifications	<ul style="list-style-type: none"> • Educated to GCSE standard or equivalent • Willingness and ability to hold a First Aid qualification • Relevant qualification in specialist topic area (s) • First Aid qualification 	E	Application/Certificates
		E	Application/Interview
		D	Application/Certificates
		D	Application/Certificates
Work Experience	<ul style="list-style-type: none"> • At least 3 years' experience of supervisory work in visitor operations in the arts/heritage/tourism sector or a similarly customer-focused environment • Experience of working with volunteers • Project management 	E	Application/Interview
		D	Application/interview
		D	Application/interview
Skills and Knowledge	<ul style="list-style-type: none"> • Appreciation of what constitutes great customer service • Understanding of compliance and duty of care responsibilities in relation to the operation of a busy visitor attraction • Knowledge and practical experience in relation to relevant specialist topic(s) • Excellent communication skills (written and oral) • Good level of computer literacy and IT skills including Microsoft Office software 	E	Application/Interview
		E	Application/Interview
		E	Application/interview
		E	Application/Interview
		D	Application/Interview
Aptitudes	<ul style="list-style-type: none"> • Positive and enthusiastic • Warm/empathetic • Commercial acumen • Ability to work flexibly • Eye for detail • Takes ownership/responsibility for tasks • Physically fit/mobile 	E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview
		E	Interview