



Job Description

Post: Visitor Services Manager, No.1 Royal Crescent

Terms: The role covers a total of 45.5 hours a week and is split into two posts as follows: Visitor Services Manager (FOH Staffing) 17.5 hours a week and Visitor Services Manager (Volunteers) 28 hours a week.

We are currently recruiting for the Visitor Services Manager (Volunteers) 28 hours a week part of this role. This role must include a Monday and some weekend/bank holiday and on-call working will be required. The salary for this role is £14,984 (full time equivalent £18,729). This is a fixed term contract for 12 months with the possibility of becoming permanent.

Reporting to: Director of BPT Museums

Purpose of role: To manage all aspects of No.1 Royal Crescent's front of house operations including staff and volunteer management to ensure the smooth running of No.1 as a museum at all times for the visitor (including paying day visitors, groups, school visits and special tours etc) and ensuring the timely collection and reporting of museum data.

No. 1 Royal Crescent is a historic house museum attracting around 60,000 visitors a year. The Front of House team is tasked with delivering exceptional standards of visitor service to ensure a high quality experience for all visitors. The team of volunteers across the BPT are vital to the visitor experience and to the success of the museums, particularly at No.1 Royal Crescent which is relies heavily on volunteers to deliver a high quality visitor experience.

The main activities of the role are described below. This is not intended to be an exhaustive list of duties but a guide to the main priorities. The post holders may be required to undertake other duties and responsibilities compatible with the overall scope of the posts. They are expected to use their judgement about priorities within the overall purpose of the role, and to look for and respond to opportunities for encouraging visitors.

Shared responsibilities between both Visitor Services Managers:

- Responsibility for the day to day smooth running of the museum, including dealing with visitor queries and complaints escalated by the Duty Managers as necessary.
- In conjunction with the Front of House team, ensure that No.1 volunteers are greeted on arrival and given all relevant information.
- Responsibility for the welfare of volunteers whilst on duty, including helping to create a friendly atmosphere and communicating feedback as appropriate
- On the day responsibility for ensuring that health and safety, first aid, accident logging and cash handling procedures are followed in Front of House and for dealing with till issues as escalated by the Duty Managers.
- Answering the telephone and dealing with written and email enquiries.
- Monitoring group bookings and maintaining appropriate records of bookings, issuing invoices and receipts to customers and chasing up payments as required.

- Dealing with group visits and arranging out of hours tours.
- Liaising with BPT colleagues to support and staff press visits, special tours and access for film/TV production companies as applicable (in conjunction with the Curator).
- Maintaining the diary of public spaces at No.1 Royal Crescent.
- Attending staff meetings, representing the museum, submitting written and budgetary reports as required.
- Liaising with the Education Officer to support educational visits and activities at No.1 Royal Crescent.
- In conjunction with the Front of House team, fill in room, guide breaks and Front of house breaks if there are gaps in cover.
- Maintaining adequate supplies of office and cleaning materials used in the day to day running of the museum.
- Managing communications to Front of House staff and volunteers to ensure all are aware of relevant information.

Visitor Services Manager (Volunteers)

- Organising and preparation of the rota of room guides at No1 Royal Crescent and rota arrangements for cover and special events.
- Overall responsibility for delivering an ongoing programme of volunteer recruitment (including advertising, organising informal interviews, assessing suitability and taking up references), to ensure a steady flow of new volunteers (both room guides and shop volunteers) at No.1 Royal Crescent and where applicable for BPT's other volunteer roles.
- Setting up and managing a programme of volunteer induction and training for No.1 volunteer guides in conjunction with the Curator and Education Officer.
- Ensuring all No.1 volunteers receive annual training on health and safety and fire procedures.
- Responsibility for management of the guides' rest room, provision of refreshments, maintaining and budgeting for supplies.
- Organising and budgeting for Guide outings, Christmas lunch and winter lectures, the latter in collaboration with the Curator.
- Managing the 'Guide Mentor' scheme and holding regular meetings, in collaboration with the Curator.
- Production and updating of the volunteer handbook.
- Maintaining the database of volunteers

Visitor Services Manager (FOH Staffing) - For information

- *Line manager for Lead Duty Manager, and seasonal Front Desk staff, Duty Managers, and Costumed Housekeepers, including recruitment, induction, and training.*
- *Ensuring all staff receive regular health and safety and fire procedures training.*
- *Responsible for carrying out objective setting, performance management and appraisal process for all contracted museum staff.*
- *Managing weekly staff rota for Front Desk staff, Duty Managers and Costumed Housekeepers including cover for holidays and special events.*
- *Management of staff records for the monthly payroll for these staff in collaboration with the Bath Preservation Trust Administrator.*
- *Ensure best practice in relation to petty cash and cash floats is followed and arranging for the Cashier to count and bank takings when required.*
- *Monitoring and analysing visitor numbers, museum income and expenditure against budgets in conjunction with the BPT Accounts Administrator.*
- *Key contact for management of till services.*
- *Managing the staffing budget for additional Duty Manager support as required throughout the season in conjunction with the Director of Museums.*

Knowledge, skills and experience

Essential

Experience of line management and/or experience of managing or working with volunteers
Experience of working with the public
Self-supporting in standard IT skills (Word/Excel/Powerpoint etc)
Demonstrable experience of using databases
Numerate
Degree level education or equivalent

Highly desirable

Experience of being a volunteer
Experience of customer service
Experience of rota management
Experience of producing reports and managing budgets
Experience of working within historic houses or museums
An interest and enthusiasm for history

Skills and attributes

The posts are core management roles and self-supporting within a small organisation.
Flexibility, the ability to communicate at all levels, to work as part of a team, and a 'can-do' attitude with a 'show not tell' style will be necessary.