Job Description
Visitor Services Manager

Job Title:	Visitor Services Manager
Date Reviewed:	August 2022
Reports to:	Head of Visitor Services
Responsible for:	Visitor Services Supervisors, Enablers
Principally Relates to	Head of Visitor Services, Visitor Services Managers, Visitor Services Supervisors, Enablers, Communications Manager, Facilities, Maintenance and Technical Team, HR Manager, Head of Retail and Catering, Play & Learning Team, Merseytravel Seacombe terminal operational team, Contractors, Cleaners, Visitors, Work Placement Students and Volunteers.

Purpose of the Role
To ensure the promotion and enhancement of the visitor experience, administration, and the responsibility of daily cash takings. Supervise the Visitor Services Supervisors, and the Enablers and respond to visitor and operational demands. The Visitor Services Manager role will focus on ensuring that the centre operations, including external spaces, are managed effectively and lead on the operational communications networks for the Front of House team and the Merseytravel Seacombe terminal operational team.

Main Areas of Responsibility

Front of House
- Co-ordinate all front of house operations, ensuring Visitor Services Supervisors (VSS) and Enablers are effectively deployed
- Ensure that the VSS and Enablers are trained in all aspects of Health and Safety and that correct procedures are adhered to through daily monitoring for front of house operations, workshops, events, and storage areas
- Take the lead for dealing with any issues where agreed operational standards and where expectations for Health and Safety fall below expected standards
- Deliver a consistently high level of customer service so that visitor expectations are exceeded
- Promote and maintain high standards of personal presentation and personal hygiene
- Ensure that Enablers are well presented and deliver excellent customer service
- Work with the management team in planning and presenting Eureka! programmes and special events
- To provide cover on the rota in emergencies/holidays/absences
- Carry out regular sweeps of the Attraction to effectively supervise Enablers and to identify any issues which need attention
- Ensure exhibits inside and outside are clean, safe, and operational, reporting faults as appropriate

Payment Transactions
- Ensure that tills are prepared and be responsible for the daily cashing up and reporting of takings
- Process takings from car parks and other cash sources
- Investigate cash discrepancies ensuring losses are reported accordingly and minimised

Leadership and Support
- Manage the team of Enablers and Visitor Services Supervisors daily
- Liaise with the Merseytravel Seacombe terminal operational team as required for the smooth operation of the centre.
- Support the recruitment of Visitor Services Supervisors and Enablers and deliver training
- Prepare Enabler daily rota's ensuring appropriate staff levels are set to meet demand, keeping staffing costs to a minimum level consistent with service requirements

- Ensure that staff are advised of their rota's in good time and attend accordingly
- Record and act on any issues of lateness, non-attendance etc.
- To respond to any Enabler HR related issues
- To support the Front of House volunteer opportunities
- Process Enabler payroll on a weekly basis

Duty Management

- On Duty Visitor Services Manager days, be the first point of contact for taking the lead on operational issues, contractor management and cash handling
- Co-ordinate the evacuation process according to procedures
- Carry out Duty Management monitoring and reporting for site, operations, and incidents

Operational Communications

- Ensure that relevant information from other Departments which have an impact on FOH delivery and operations are cascaded to and from the front of house teams and the Merseytravel Seacombe terminal operational team.

Customer Service

- Monitor customer flow and adjust where needed to speed up service and meet internal and external customer demands
- Respond to visitor enquires and complaints

Housekeeping and Safety

- Ensure that all front of house areas are kept clean and well stocked with a thorough tidy at the end of the day
- Ensure sufficient first aid staff are rota'd and provide cover if needed
- Report any accidents and near misses in line with the Accident Reporting Policy
- Liaise with the Merseytravel Seacombe terminal operational team on any health and safety issue they have reported.
- Ensure the security of visitors, staff, cash, and property by following procedures
- Attend and contribute to the Health and Safety Committee meetings and cascade relevant information to the Visitor Services Team
- Conduct regular audits reporting findings to relevant departments
- Work in partnership with the Exhibitions and Technical Teams to review audits on a regular basis and to act as a conduit for the delivery of information to the Visitor Services Team
- Review risk assessments with relevant authors which impact the Front of House team and visitors.
- Keep levels of consumables maintained and order stock whilst working towards the budget

Other Considerations

- Any other duties as may be reasonably expected of a Visitors Services Manager
- Weekend and bank holiday working
- There will be limited flexibility in taking time off during school holidays

Notes

The minimum working week for the post is 37.5 hours. However, due to the nature of the work, actual working hours may exceed this total and will involve regular evening and weekend work. This is considered part of the contract and reflected in the grading for the post. Time off in lieu will be given for hours worked over 37.5 hours a week.

The job description is current as of August 2022 and should be reviewed annually. It outlines the main duties of the position and is designed for the benefit of both the post holder and the charity in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive. In particular, given the grading and nature of the post, the responsibilities of the post holder may well change from time to time.

Management has the right to vary the duties and responsibilities after consultation with you.

Signed: ……

Name:…… Date: ……

Visitor Services Manager
Person Specification

Criteria	Essential	Desirable
Experience		
Experience within a similar environment/ role		*
Commitment to providing great customer service	*	
Experienced in cash handling and reconciliation		*
Working in a visitor attraction		*
Experience of working with children, young people and the general public	*	
Knowledge		
Ability to use email, word, and spreadsheets	*	
Knowledge of working for a charity		*
Skills and Abilities		
Ability to work as part of a team	*	
Self-motivated, ability to effectively prioritise tasks	*	
Good organisational ability	*	
Good IT Skills working with spreadsheets and stock control systems		*
Management Experience		*
Good communication skills	*	
Excellent customer service skills	*	
Calm under pressure and able to organise and deal with multiple tasks, allocate work effectively and respond quickly to changes in demands	*	
Qualifications		
Five GCSE passes, or equivalent, in English and Maths	*	
Qualified or willing to be qualified in First Aid at Work	*	
Additional Qualification in a related discipline		*
Other		
Commitment to the ideals and aims of Eureka! as an educational charity	*	
Ability to work outside normal office hours as part of a seven-day Rota	*	
Flexible and willing approach to work	*	
Excellent personal presentation and personal hygiene standards	*	