

JOB DESCRIPTION

JOB TITLE: Visitor Services Manager

HOURS: Part time, 26.25 hours per week (0.7 FTE)

SALARY: £30,000 per annum *pro rata* (£21,000 per annum based on 0.7 FTE)

LOCATION: London, NW3

REPORTING TO: Head of Visitor Services

LINE MANAGEMENT: Ushers & Front of House Volunteers

ANNUAL LEAVE: 28 days (including Bank Holidays) *pro rata* + Jewish Holidays that fall on working days

PURPOSE OF ROLE

- Support a professional and well-trained Visitor Services department that creates and embodies a warm, welcoming, and open space, providing visitors with a sense of belonging and community.
- Manage and support ushers and front of house volunteers.
- Support Head of Visitor Services and act as secondary department lead in their absence
- Manage a diverse team of customer facing staff within a well-organised, safe and fast-paced environment and motivate the team to consistently deliver exceptional customer service

DUTIES & RESPONSIBILITIES

- Lead by example in offering a smooth, professional, and warm welcome to all visitors
- Deputise for Head of Visitor Services in their absence, including leading on weekly What's On meetings and forward planning delivery, and line management of Duty Managers and Box Office staff
- Work with the Box Office team to help with ticket sales and all aspects of box office, including effective use of Spektrix
- Lead on sourcing, training, and rota'ing of Ushers and Front of House volunteers to ensure excellent event delivery throughout the venue
- Use venue management system (Artifax) to ensure Ushers and volunteers are responsive to event performance/event times, including intervals and opportunities for selling hospitality i.e. ice cream sales
- Using Spektrix, be the lead liaison to the Café Manager, ensuring prompt and consistent communication of ticket sales, anticipated audiences, intervals, class breaks etc. so the Café is staffed appropriately and can pro-actively respond to visitor numbers
- Act as Duty Manager on occasion, holding responsibility for visitor safety and welfare
- Ensure that the Box Office and Front of House is staffed appropriately, including supporting with creation and maintenance of rotas when needed
- Respond and help with any customer complaints and feedback, ensuring these are escalated by the team where appropriate.
- In deputising for the Head of Visitor Services, provide effective supervision and support to the team, seeking guidance from HR where needed
- Encourage and foster a culture of continuous learning and development within the team, identifying and addressing training needs
- Lead by example in demonstrating empathetic and positive communication, and self-reflective practice
- Share key organisational and departmental updates, inviting feedback and input from the team
- Ensure smooth flow of internal communication between the Visitor Services team, Duty Managers and Programming / Venue Hire / Building Operations teams

- Adhere and maintain all data protection policies and protocols
- Protect and enhance the reputation of JW3, representing JW3 in a professional manner to all stakeholders.
- Undertake other reasonable duties as required by your line manager or members of the Senior Leadership Team.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills & Experience

- Demonstrable experience of working in a customer facing environment, with excellent written and verbal communication skills
- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner
- Experience of supervising a team (ideally front of house, but not essential)
- A professional, confident, and friendly manner with the public
- Commercially minded to optimise ticket sales, upsell additional activities and promote secondary spend items such as merchandise to relevant visitors
- IT proficient, including use of Microsoft Office applications and a willingness to learn efficient use of any other systems/databases
- Able to interact confidently and build relationships with a wide range of stakeholders at all levels
- Have a genuine desire to work with the public and a passion for delivering excellent visitor service
- Strong organisational skills, efficient management of time and responsibilities against competing demands
- Willing and able to work flexibly to meet the needs of the team and organisation
- Able to work collaboratively and effectively with others and fostering strong team dynamics
- Proactive and solution-focused, with an ability to take initiative

Desirable

- Experience of Artifax (venue management system) and Spektrix (box office system)
- Working with and supporting volunteers
- Experience working in a similar position at an arts venue, live performance venue, theatre, or cinema

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission.
- Is approachable and able to engage positively with others, building and maintaining strong working relationships.
- Has a proactive and flexible approach to their work, including a willingness to work evenings, weekends and Bank Holidays to serve the needs of a venue that operates 15 hours per day for 6+ days per week; year-round.
- Driven and passionate about delivering a positive experience to users of the centre