

## Deputy Visitors Services Manager

Job Title:	Deputy Visitor Services Manager
Reports to:	Visitor Services Manager
Responsible for:	To manage day to day visitor operations at Bath Abbey by leading a team of volunteers and paid staff to deliver a 5-star visitor experience
Salary:	£20k-£23k depending on experience
Hours:	40 per week Including regular weekends and evenings
Annual Leave:	25 days + bank holidays

### Bath Abbey

Bath Abbey is a flourishing parish church in the heart of the UNESCO World Heritage City of Bath and with this a significant part of the city's rich heritage which reaches back to Roman times. Please visit our website on [www.bathabbey.org](http://www.bathabbey.org)

While the geographical parish has only a small residential population, our congregation is a gathered community from all over the City and surrounding area. We also welcome over 500,000 regional, national and international visitors and worshipers. Bath Abbey has around 30 staff, around 60 in our choirs, over 330 volunteers (c. 150 visitor facing and heritage volunteers) and over 450 in its congregations.

### Footprint Project

After 10 years of planning, in May 2018, Bath Abbey commenced the main £10m construction phase of our £20m Footprint Project which has been partially funded by a £10m Heritage Lottery Fund grant. The build phase will take approximately 2.5 years and will include:

- the carrying out of essential repairs to the floor of the Abbey;
- the installation of a new eco-friendly under-floor heating system using Baths unique hot springs as a source of energy;
- increasing the capacity of the Abbey to fulfil the Abbeyes mission as a place for people to come together
- the build of a Discovery Centre, Learning Centre and Choir Rehearsal room

### Background

The Abbey is going through a significant period of development. We are bringing our visitor facilities fully up to date, developing a new visitor experience and enhancing our education offer by developing formal and informal learning. Our facilities and activities will also be more accessible to residents from other areas and demographics in the city, those wishing to volunteer with us and / or those wishing to be part of the Abbey community. We're looking for someone with vision and imagination to be part of our team, someone able to give attention to detail in order to ensure a high-quality visitor experience and someone able to draw upon experience, best practice and innovation to help us deliver on our aspirations and vision.



## **Job Description**

The scope of the job is:

- To ensure staff and volunteers provide a consistently excellent welcome at the front desk and excellent service as stewards and guides.
- To continually develop the visitor experience by drawing on best practice and innovation at other similar visitor attractions.
- To regularly evaluate and report on the quality of the visitor experience.

## **Key Responsibilities**

Ensure all visitors receive a warm welcome to Bath Abbey.

Respond to visitor feedback in a professional and timely manner.

Ensure all Visitor Services staff and volunteers have a strong knowledge of the visitor offer and are able to communicate this to our visitors.

Ensure the Bath Abbey floor and all public areas are presented and maintained to a consistently high standard, ensuring they are clean, uncluttered, safe and attractively presented at all times.

Line manage Visitor Services staff and volunteers.

Ensure Visitor Services staff are appropriately recruited, inducted, trained and developed.

To work closely with the Volunteer Officer to recruit, induct, support, motivate, inspire and train volunteers.

Set and review standards for visitor services staff and volunteers and coach the team accordingly.

Act as a role model to ensure consistently high levels of customer service are delivered.

Ensure appropriate levels of staffing and volunteer support for the Visitor Services Team.

Lead daily briefings for visitor services staff and volunteers.

Lead in the management and development of the till system for the Visitor Welcome Team.

Ensure the safe management of cash handling for the Visitor Services Team.

To promote, manage and develop enquiries for group tours and manage the bookings.

To work with other departments to ensure events are appropriately stewarded when necessary. This will include the Shoppers' carol services during the Christmas market.

Support the Visitor Services Manager in the production of visitor reports.

Support the Visitor Services Manager in the delivery of the Visitor Services Team budget with particular responsibility for growing visitor income through donations and gift aid.

Deputise for the Visitor Services Manager and Tower Tours Manager as required.



## Person Specification

### Essential

- Minimum of 1-year experience working in a busy customer orientated environment, facilitating excellent customer service
- Minimum of 1-year line management experience
- A proven ability to deal with visitor complaints, handle demanding and difficult situations with the public, in a calm and confident manner
- A flexible, visitor focused approach
- Knowledge of different access requirements and how to assist visitors
- Clear and effective written and verbal communication skills
- Attention to detail and the ability to multi task in a pressured environment without compromising on quality
- A working knowledge of Microsoft Office software including Outlook, Word and Excel
- Able to work with own initiative without immediate assistance from manager
- Able to work as part of a team
- Previous cash handling/till reconciliation experience
- Experience of managing volunteers

### Desirable

- A working knowledge of front of house ticketing systems
- Experience working in a public facing role at a visitor attraction
- Experience of Better Impact Volunteer Management Software

### Special Requirements

- Regular weekend work will be required
- The candidate will be required to submit to an enhanced DBS clearance check

### Application

To submit your application please send a full CV and covering letter which explains why you are a suitable candidate and include the details of two references. References will only be taken up once an offer has been made. Previous applicants need not apply.

Please send your CV and covering letter to:

Sarah Preece  
Visitor Services Manager  
Bath Abbey Office  
11a York Street  
Bath  
BA1 1NG  
Telephone: 01225 303315  
Email: [SPreece@bathabbey.org](mailto:SPreece@bathabbey.org)

**Deadline for applications: Sunday 22 September 2019, 5pm**  
**Interviews will take place: Week commencing 30 September 2019**

