



## **Visitors Services Supervisor**

<b>Job Title:</b>	<b>Visitor Services Supervisor</b>
<b>Reports to:</b>	<b>Visitor Services Manager</b>
<b>Responsible for:</b>	<b>Day to day supervision of volunteers</b>
<b>Salary:</b>	<b>£10.31 an hour</b>
<b>Hours:</b>	<b>Various - Includes regular weekends and some evenings</b>
<b>Contract:</b>	<b>Zero hours</b>

### **Overall purpose of the post**

To ensure the smooth running of the day to day, on site visitor experience at Bath Abbey by supervising and supporting a team of volunteers to deliver a 5 star service.

### **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 on past experience, best practice and innovation to help us deliver on our aspirations and vision.

## **Job Description**

The scope of the job is:

### **Visitor Experience**

To provide a consistently warm, professional and efficient welcome at the Abbey's entrance and ensure the volunteer team does the same.

Ensure Visitor Services Volunteers provide an excellent service as stewards and step in to this role as required.

To regularly report to the Visitor Services Manager and Deputy Visitor Services Manager on the quality of the visitor experience and make suggestions for improvements.

### **Key Responsibilities**

Ensure the welcome area, Abbey floor and exterior of the Abbey are welcoming, clean and tidy at all times and that any leaflets, posters and other literature is relevant, well stocked and in date.

To conduct daily briefings for the Visitor Services Volunteers ensuring they have a strong knowledge of the visitor offer for that day and are able to communicate this to our visitors.

Act as a role model for all Visitor Services Volunteers to ensure consistently high levels of customer service are delivered.

Respond to visitor feedback in a professional and timely manner, escalating when necessary.

To support the Operations Team in ensuring the safety and security of the Abbey and its visitors by acting as the eyes and ears on the ground and reporting any concerns to the Operations Team immediately.

On the day, ensure appropriate levels of volunteer support for the Visitor Services Team by arranging cover if a volunteer is unable to come in for their shift. You may sometimes be required to step into a volunteer role for some or all of your shift to ensure all essential positions are covered. You may sometimes be required to cover breaks for Visitor Services Volunteers and, on occasion, the Operations Team.

Ensure the smooth entry of groups to the Abbey.

To communicate and work with other departments to ensure visitor facing events run smoothly, for example Shoppers Carols, Bake Sale.

To support the Deputy Visitor Services Manager in the training of Visitor Services Volunteers.

To act as first line support for Visitor Services Volunteers.

Ensure cashing up procedures are followed at the end of each shift.

**Other**

Attend relevant training and meetings as directed by the Visitor Services Manager.

From time to time you may be asked to complete additional tasks in line with your level of responsibility and pay by the Visitor Services Manager, Deputy Visitor Services Manager or Operations Team.

To adhere to all Bath Abbey policies and procedures.

## **Person Specification**

### **Essential**

- Minimum of 1-year experience working in a busy customer orientated environment, facilitating excellent customer service
- A proven ability to handle demanding and difficult situations with the public, in a calm and confident manner
- A flexible, visitor focused approach
- Clear and effective communication skills
- Attention to detail
- Ability to multi task and prioritise without compromising on quality
- Able to work on own initiative without immediate assistance from manager
- Able to work as part of a team
- Experience of working with volunteers

### **Desirable**

- A working knowledge of front of house ticketing systems
- Experience working in a public facing role at a visitor attraction
- Previous cash handling/till reconciliation experience
- Experience of supervising volunteers
- Experience of training either volunteers or paid staff

### **Special Requirements**

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

### **Application**

To submit an 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.

Please send your CV and 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: Wednesday 10 April 2019, 5pm**

**Interviews will take place: Week commencing 15 April 2019**