

Visitor Experience Supervisor

Job Title:	Visitor Experience Supervisor
Reports to:	Visitor Experience Manager
Responsible for:	Day to day supervision of volunteers
Salary:	£10.65 per hour
Hours:	Hours will include weekdays, weekends and some evening work
Contract:	Zero hours

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.

To receive donations from visitors and sell tour tickets and gift shop stock using the till system (currently MERAC).



Ensure Visitor Experience Volunteers provide an excellent service as stewards and step into this role as required.

To regularly report to the Visitor Experience 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 Experience 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 Experience Volunteers to ensure consistently high levels of customer service are delivered.

Respond to visitor feedback in a professional and timely manner, escalating as 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 Experience 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 Experience 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.

To support the training of Visitor Experience Volunteers.

To act as first line support for Visitor Experience Volunteers.

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

Other

Attend relevant training and meetings as directed by the Visitor Experience 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 Experience 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

- 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 of no more than one A4 page which explains why you are a suitable candidate. Please 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 Natalie Cox-Mullings, Human Resources Officer at the following email address: ncox-mullings@bathabbey.org

Deadline for applications: Friday 24 September 2021, 5pm

