



Job Description

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| Job Title: | Visitor Team Supervisor |
| Reports to: | Business Development Officer |
| Responsible for: | Visitor Team Officers x2, Casual Visitor Team Assistants, volunteer museum stewards, volunteer guides |
| Directorate: | Heritage |
| Position Type: | Permanent, full-time 37.5 hours per week, Monday - Sunday |
| Pay: | £22,000 per annum |

Role Summary

As Visitor Team Supervisor, you will be responsible for leading a team of staff and volunteers to deliver outstanding customer service across PSVT's award-winning attractions and to maximise income from ticket and retail sales. You will also be responsible for monitoring performance to drive improvements.

PSVT's visitor attractions comprise Port Sunlight Museum, the Edwardian Worker's Cottage, a programme of guided village tours, and SoapWorks, which together celebrate the social, architectural, and industrial significance of Port Sunlight.

Our attractions currently operate on reduced hours, they are Wednesday – Sunday, 10.00am – 17.00. Group and school bookings sometimes fall on Mondays and Tuesdays. These hours are subject to change. This is a full-time operational role with key holder responsibilities. It requires someone who is flexible to work any five days Monday to Sunday. Evening work may also be required on occasion for which time off in lieu will be given.

This post is coming at an important and exciting time for PSVT and Port Sunlight. We are forging ahead with plans for a new museum concept which will transform our visitor attractions, progressing World Heritage ambitions, openly exploring the village's colonial links, working to diversify our audiences and workforce, and considering a new model for meaningful community involvement.

The Visitor Team Coordinator is a member of the Heritage Directorate. At Port Sunlight Village Trust (PSVT), the Heritage Directorate promotes Port Sunlight's heritage and collections and works to ensure their long-term care and protection, generates income through the visitor experience and other commercial and fundraising activity, and supports residents and local businesses to foster community spirit and cohesion.

Key Accountabilities

- 1 Lead the Visitor Team function across PSVT's visitor attractions.
- 2 Manage the Visitor Team staff and volunteer rotas. You will provide equitable opportunities for your workforce and work within the staffing budget to ensure all venues provide a safe and warm welcome for visitors.
- 3 Be responsible for the Visitor Team staff and volunteers, including recruitment, training and development, and performance management, in line with PSVT's HR

and volunteer policies and procedures. You will set high standards, maintain a motivated and happy workforce and always ensure effective communication.

- 4 Ensure PSVT's Customer Service Standards are always adhered to by the Visitor Team.
- 5 Maximise income from ticketing sales by working with the Business Development Officer to put in place an appropriate pricing structure and ensuring it is promoted effectively, creating special packages and incentives, and supporting your team to upsell Gift Aid appropriately.
- 6 Maximise income from retail sales through effective buying, pricing and visual merchandising, maintaining high standards of presentation, attending events, and analysing performance to drive improvements.
- 7 Be responsible for the EPOS and online ticketing platform, making improvements where necessary, maximising usage, and ensuring your team are fully conversant in operating them effectively.
- 8 Lead and administer PSVT's group booking's function, from initial enquiry to bookings guides and providing a 'meet & greet' service on the day of visit. You will also work with the Business Development Officer to increase group bookings through evaluation, the development of new packages and incentives, relationship management, and marketing.
- 9 Ensure performance data is accurately and effectively recorded, and regularly monitored and analysed to drive efficient improvements. Report on performance in a timely manner and implement a target-driven approach for your workforce.
- 10 Ensure all Visitor Team staff and volunteers have access to up-to-date information about the visitor experience, events and public programmes, village history, local transport and services, as well as local attractions, accommodation and places to eat. Maintain good working relationships with local attractions and businesses.
- 11 Work with the Operations Directorate to ensure the gift shop, visitor orientation and exhibition spaces, and toilets are well maintained, and that broken equipment, exhibits and furniture are reported and/or dealt with quickly and effectively.
- 12 Be responsible for all cash handling by your team, ensuring PSVT's cash handling procedures are always adhered to. Work with the Finance Team to ensure all financial management and reporting requirements are met.
- 13 Be responsible for ensuring all Visitor Team staff and volunteers are fully conversant with PSVT's Health & Safety policies and procedures. Make sure any visitor accidents are well managed and reported.
- 14 Carry out duties in a manner that reflects PSVT's values at all times.
- 15 Undertake any further duties determined as reasonable and necessary in the fulfilment of the role.

Person Specification

Essential:

- 2 years' experience of working in a retail and/or visitor services role in an attraction, museum or art gallery setting
- Leading a team to achieve results
- Budget management, cash-handling and till operation
- Setting and achieving targets

Desirable:

- Working with volunteers
- Knowledge of on-line ticketing platforms
- Dealing with health & safety in a visitor environment
- Experience of the groups market
- Knowledge of Port Sunlight's history and significance

Personal attributes:

- Effective leader with strong delegation skills
- Customer focussed approach
- Strong commercial acumen
- Highly motivated and self-driven with a can-do attitude
- Strong attention to detail
- A self-starter who enjoys the challenge and opportunity to use their initiative

All PSVT staff must meet the following Core Competencies:

Customer Focus Through provision of excellent customer service, ensures the Customer is at the heart of everything we do.

Teamwork Works collaboratively across the organisation to achieve PSVT's goals and objectives.

Making things happen Has a can – do attitude to the role and identifies solutions to maximise performance in a timely manner.

Role Model Represents PSVT at all times, and acts in manner that is professional, courteous, and helpful

All staff must also adhere to PSVT's values:

- **Integrity:** You can trust us to do what we say
- **Respect:** We value diversity and treat everyone fairly
- **Knowledge:** We are always learning and improving
- **Passion:** We really care about both the past and future of Port Sunlight
- **Creativity:** We are problem-solvers and openly share our ideas through partnership working
- **Participation:** We put the community at the heart of everything we do

Our commitment to you

PSVT is committed to ensuring that our recruitment processes for both paid and voluntary positions are equitable and accessible. If you need additional support or guidance with your application, please do get in touch with us.

Individuals are encouraged to apply for all positions regardless of age, disability, sex, gender reassignment, sexual orientation, offending background, pregnancy and maternity, race, religion or belief, and marriage and civil partnerships.

We will make all reasonable adjustments to enable individuals to carry out their roles effectively.

| Standard Checks (as applicable to role) | |
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| Right to Work in UK | Yes |
| DBS (Standard CRB Check) | No |
| DVLA | No |
| Qualification | No |
| Employment History / References | Yes |

