

## Visitor Experience Supervisor & Duty Manager

### Job Description

Reporting to: Visitor Experience Manager

Salary: £21,000

Hours: This position can be considered at between 18 and 37 hours per week



We're looking for someone to be part of leading our visitor welcome team to ensure that visitors to Ushaw enjoy their visit and leave with the best possible memories of their experience here. You will respond to customer enquiries and site issues and ensure that all public facing staff are welcoming and helpful and deliver the highest standards of service and visitor experience. You will be required to work over weekends and evenings as our event programme requires.

### Responsibilities:

- You will have responsibility for the visitor welcome team, working closely with the Visitor Experience Manager and other staff to develop the visitor experience outside and indoors.
- You will act as duty manager for site operations including events, conferences and meetings alongside the heritage visits
- You will need to inspire and motivate staff and volunteers to present a friendly and welcoming face of Ushaw for our growing number of visitors and business clients
- You will ensure that visitors are provided with clear and simple information about their visit including pricing, orientation and special events as well as opportunities to maximise donations and support through gift aid.
- You will be responsible for making sure that visitor spaces maintain relevant health and safety and security standards.
- You will ensure that visitor signage and information is relevant and well maintained.
- You will be responsible for liaising with the Volunteer Coordinator in managing the deployment of volunteers across the site and for events
- You will be responsible for day to day supervision of front of house team members which includes staff and volunteers working in the visitor centre, catering outlets and for events and conferencing
- You will devise a team training programme, delivering training where appropriate or identifying other training providers
- You will be on site to solve operational issues and communicate between the front of house team and marketing, engagement, curatorial and estates teams
- You will support evaluation of visitors experience including the collection of data, monitoring of feedback and customer complaints
- You will review the operation of the visitor experience function, offering suggestions for improvements and work with the commercial, culture & heritage and estates teams to enhance the visitor offer.
- The post will require regular weekend and evening working

**What we are looking for:**

- Practical experience in a visitor facing business, preferably in tourism, culture or heritage
- Passion for delivering high standards of customer service
- Excellent organisational skills
- Confident leader, adaptable and responsive under pressure
- Flexibility to adapt to changing circumstances
- Excellent people and communication skills towards both staff and visitors

**Why work at Ushaw**

Ushaw Historic House, Chapels and Gardens has history going back over 800 years. The collection of stunning Georgian and Victorian buildings is set within beautiful gardens and parkland. Throughout the different spaces we offer a varied programme of exhibitions and events which attract thousands of visitors from across the North of England. Ushaw only opened to the public as a heritage and cultural attraction in 2015 and has quickly grown to be somewhere loved by the growing numbers who are discovering its varied appeal. Become part of the team that will develop the huge potential of this unique estate.

We are committed to providing a warm welcome to all visitors and have signed up to the Kids in Museums manifesto to ensure that we develop welcoming and friendly services and facilities for families.