

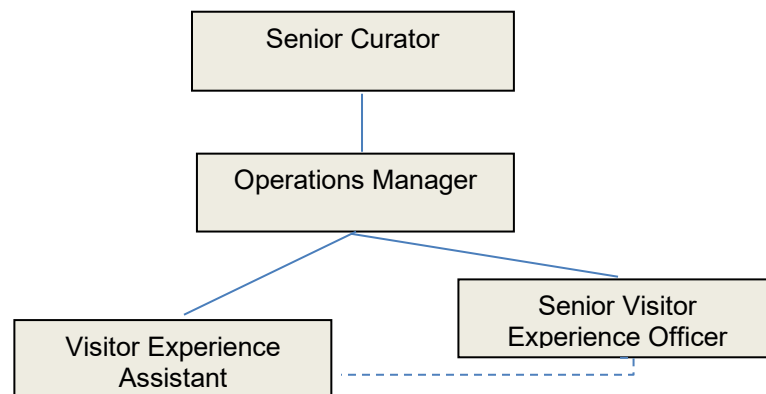
## JOB DESCRIPTION

|                           |                                   |
|---------------------------|-----------------------------------|
| <b>Job Title</b>          | Senior Visitor Experience Officer |
| <b>Department</b>         | Communities                       |
| <b>Section or Service</b> | Museums                           |
| <b>Grade</b>              | Grade D                           |

## DESIGNATION:

|   |                    |
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| <b>Responsible to:</b>                                | Operations Manager |
| <b>Employees directly supervised (if applicable):</b> | N/A                |

### Family Tree



## **1. JOB PURPOSE:**

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- Responsible for operational duty management of both Leighton House and Sambourne House, including operational supervision of the online and onsite museum shops.
- Act as Duty Manager for commercial events as required to cover staff absence.
- Provide operational duty management of Visitor Experience Assistants and volunteer Room Stewards to ensure a consistent, high-quality visitor welcome and experience across both venues.
- Support the safety and security of the museums and their contents, provide frontline information and assistance to visitors, support the administration of the online shop and ticketing systems, retail presentation and stock control and support the activities and staff of the wider museums team.

## **2. DESCRIPTION OF DUTIES:**

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### 2.1 Visitor Experience and Operations

- Ensure a professional and welcoming visitor experience and high standard of customer care from the Visitor Experience and Volunteer teams.
- Ensure public spaces are fit, safe and presented to a high standard for public use.
- Be a registered key holder and share responsibility for onsite security and alarm response
- Liaise and collaborate closely with the team operating the museum café to support consistently high standards of visitor experience across both museums and effective delivery of daily events and operations.
- Take daily responsibility for health & safety in all visitor-facing areas ensuring safe visitor flow.
- Ensure that all visitors receive an equal welcome by responding to any pre-visit access queries, supporting visitor access needs and provisions on site.
- Act as Duty First Aider and Fire Warden and contribute to disaster / emergency planning and implementation.
- Responsible for daily operational processes when on duty including opening and closing protocol and adherence to all security procedures.
- Daily management of all visitor-facing staff and volunteers including delivery of staff briefings.
- Complete operational administrative tasks including staff rotas, preparation and maintenance of operating manuals and weekly staff bulletins
- Daily and weekly cash handling and banking including security and reconciliation protocols
- Providing administrative support for the museum ticketing system, Digitickets, including ticket sales reporting and customer liaison.

### 2.2 Retail

- To manage the museum shops when on duty and maximise income generation.
- To supervise and maximise staff performance and keep the Visitor Experience team informed of performance against all relevant KPIs

- Manage and administer the EPOS till system, including cashing up and inventory control procedures
- Oversee the presentation of shop displays to maintain high standards of visual merchandising at all times.
- To ensure stock deliveries are received and stored in a timely and efficient manner.
- To carry out stocktaking and general stock management duties.
- Maintain and develop all online retail activity ensuring that online shop orders are fulfilled, maintaining accurate stock inventory and contribute to marketing of e-commerce offer in collaboration with the Marketing team.
- Support the collation, analysis and reporting of retail data, including core KPIs, taking action as necessary to ensure targets are met.

### 2.3 Building and Facilities

- To assist with daily premises management, including liaison with maintenance contractors and regular checks and upkeep of visitor services facilities and security and fire safety systems.
- To conduct general daily facilities monitoring as scheduled, including but not limited to fire safety checks, building temperature control checks, general security checks
- To ensure the smooth running of all museum facilities and displays and action facilities task requests when needed.
- To help set up and prepare public spaces for meetings, public events and private hire events.
- Overall management of standards of cleanliness and presentation of the museums including reporting any issues to the Operations Manager and / or the Collections Manager where necessary.
- Act as liaison with contract cleaners to maintain communication and cleaning standards.

### 2.4 Staff and Volunteer Co-ordination

- Assist in co-ordinating Visitor Experience Assistant and Volunteer recruitment, management, exhibition specific training and other operational training as needed.
- Maintain databases and undertake administrative duties to support the delivery of visitor experience across both Leighton House and Sambourne House
- Assist with interviewing and recruiting potential volunteers, ensuring they are appropriately matched and trained for posts.
- Liaise with the curatorial team to effectively support the delivery and communication of any exhibition related feedback and updates.
- Supervise and support Visitor Experience Assistants and Volunteers whilst on shift and being the main operational point of contact when on duty.
- Maintain staff rotas and ensure that rotas are completed in advance and updated as necessary.
- Ensure regular communication with the Visitor Experience Assistant and Volunteer teams including daily briefings and timely updates on exhibitions and events.
- Assist with organising regular training sessions and social events.

### 2.5 Miscellaneous

- Any other reasonable duties as may be required by the Senior Curator or Operations Manager.

## SELECTION CRITERIA/PERSON SPECIFICATION

|                   |                                   |
|-------------------|-----------------------------------|
| <b>Job Title:</b> | Senior Visitor Experience Officer |
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### Conditions to Note:

#### Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

#### Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions to probe candidates in the interview and application stages of the recruitment process.

#### Values & Behaviours

The Royal Borough of Kensington and Chelsea has identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours. Candidates applying for managerial/leadership roles should also demonstrate two additional leadership behaviours.

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| <b>A</b> | <b>Equal Opportunities</b><br>Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.  |
| <b>B</b> | <b>Qualifications</b><br>None required  |
| <b>C</b> | <b>Skills; Experience and Attitude</b> <ul style="list-style-type: none"> <li>• Ability to work flexibly on both weekdays and weekends on an 'as and when' basis to support the service delivery needs at both Leighton House and Sambourne House</li> <li>• An understanding of Visitor Service standards and experience of leading a team at supervisor or team leader level to deliver an excellent visitor experience</li> <li>• Good communication skills, in person and in writing</li> <li>• Ability to exercise initiative and problem solve</li> <li>• Excellent interpersonal skills, with the ability to work with a wide range of people and as part of a varied and diverse team</li> <li>• Good intermediate level IT skills including experience of using Microsoft Office 365 – including Excel, Teams, SharePoint and Outlook</li> <li>• Ability to prioritise a diverse workload efficiently with a minimum of supervision</li> <li>• Good organisational skills and attention to detail</li> <li>• Ability to acquire an excellent working knowledge of the museum contents, procedures</li> </ul> |

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|  | <p>and key departmental contacts</p> <ul style="list-style-type: none"> <li>• Demonstrable knowledge of workplace health and safety requirements in a public facing environment</li> <li>• Demonstrable understanding of, and experience in, supporting visitor access needs in a museum, gallery or similar customer service environment</li> <li>• Demonstrable experience of working as a duty manager within a museum, gallery or similar customer service environment</li> <li>• Experience of operational premises management and security procedures</li> <li>• Demonstrable experience of managing an online ticketing system e.g. Digitickets</li> <li>• Experience of recruiting, training and developing staff</li> <li>• Demonstrable experience of managing a retail function and administering stock management systems, ideally in a cultural environment</li> <li>• Strong interpersonal skills with a record of creating and developing friendly and productive working relationships</li> </ul> |
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| Our Values & Behaviours |  |
|-------------------------|--|
| D                       | <div style="background-color: #007bff; color: white; text-align: center; padding: 5px; border-radius: 10px;"><b>PUTTING COMMUNITIES FIRST</b></div> <ul style="list-style-type: none"> <li>• We put local people at the heart of decision making in everything we do.</li> <li>• We seek to include and involve: all voices matter.</li> <li>• We provide quality services that are responsive, effective and efficient.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I actively involve and include the communities that I serve in my work.</li> <li>• I shall reflect the views of the communities in my daily work.</li> <li>• I shall improve the service I provide through seeking feedback from others.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I have been included</li> <li>• I can see how my views have been taken into account</li> <li>• I can see improvements and developments based on my input</li> </ul>  |
| E                       | <div style="background-color: #28a745; color: white; text-align: center; padding: 5px; border-radius: 10px;"><b>RESPECT</b></div> <ul style="list-style-type: none"> <li>• We listen to everyone and value the personal experiences of people in our communities and of each other.</li> <li>• We adopt a fair, and involving approach regardless of any way in which an individual is different to us.</li> </ul> <p>The following examples are indicators of effective behaviour:</p> <ul style="list-style-type: none"> <li>• I adapt my approach to take account of all differences and cultures in the community and with colleagues.</li> <li>• I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves.</li> <li>• I communicate in a way that is respectful, encourages involvement and meets people's needs.</li> </ul> <p>Our residents will feel that:</p> <ul style="list-style-type: none"> <li>• I feel my culture and background are respected.</li> <li>• I have confidence that action is being taken.</li> <li>• I feel I am being treated fairly.</li> </ul> |

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| F | <div data-bbox="256 221 831 300" data-label="Section-Header"> <p><b>INTEGRITY</b></p> </div> <ul data-bbox="293 320 1436 409" style="list-style-type: none"> <li>• We act with openness, honesty, compassion, responsibility and humility.</li> <li>• We let people know what we are doing and communicate why and how decisions have been made.</li> </ul> <p data-bbox="244 441 852 465">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 468 1331 551" style="list-style-type: none"> <li>• I demonstrate empathy in my interactions with others.</li> <li>• I am honest and transparent about the decisions I take.</li> <li>• I follow through on the actions I say I will take and take ownership for communicating the outcome.</li> </ul> <p data-bbox="244 575 512 600">Our residents will feel that:</p> <ul data-bbox="293 602 1177 685" style="list-style-type: none"> <li>• I am told when something is not possible and the reasons why are explained to me.</li> <li>• I feel my perspective is listened to and understood.</li> <li>• I feel my views are valued</li> </ul>  |
| G | <div data-bbox="256 734 783 813" data-label="Section-Header"> <p><b>WORKING TOGETHER</b></p> </div> <ul data-bbox="293 833 1393 927" style="list-style-type: none"> <li>• We work together and in partnership with everyone that has an impact on the lives of our residents.</li> <li>• We want to understand, learn from each other and continually adapt.</li> </ul> <p data-bbox="244 958 852 983">The following examples are indicators of effective behaviour:</p> <ul data-bbox="293 985 1452 1093" style="list-style-type: none"> <li>• I work with others to provide an effective service for residents, local communities and other departments within the Council.</li> <li>• I seek ways to work with other departments to deliver a seamless service and find opportunities to improve.</li> <li>• I seek out opportunities to learn from my colleagues and build on good practice.</li> </ul> <p data-bbox="244 1120 512 1144">Our residents will feel that:</p> <ul data-bbox="293 1146 1051 1229" style="list-style-type: none"> <li>• I can get my issue resolved without being passed around departments.</li> <li>• I find it easy to access the services that I need.</li> <li>• I feel the Council is open to new ideas.</li> </ul> |