

## **Job Description and Person Specification**

### **Visitor Experience Manager**

Location: Central London

Salary: £28,000-32,000 (depending on experience)

Reports to: Attraction Manager

Responsible for: Visitor Experience team

Duration: Full Time, Permanent Position

Closing Date: 20 September 2023

### **Context**

A fantastic opportunity has arisen for an Visitor Experience Manager to help develop and lead - a brand new team of Visitor Experience Assistants at an exciting new venue - a trailblazing concept that marries deep immersive experiences with the education of a museum, incorporating elements of the most successful visitor attractions, from science, technology and learning to fun escapism.

Focusing on the mind, with perception bending displays that help explain how we see and understand the world, our audience will be those interested in a fun and educational approach to appreciating our mind with young people and families alike enjoying the high-design concept.

### **About the Role**

The Visitor Experience Manager, reporting directly to the Attraction Manager, will be responsible for the opening/closing the site on a seven days week rota basis and management of all aspects of the visitor experience team

The role offers the rare opportunity to help manage and develop a new branded concept that delivers a unique customer-focused experience. It encompasses the following areas of responsibility:

- Delivery and management of a unique visitor experience
- Management and development of the onsite team
- Management of the staff rotas
- Opening and closing the site
- Financial management and daily reporting
- Assistance with marketing activities, educational programmes and events.

## **Key Responsibilities**

### **Strategic Planning**

- Work with the Attraction Manager to develop the operational strategy, ensuring the attraction meets its revenue targets and generates strong visitor engagement.
- Ensure that the brand remains current and identify potential business development opportunities.

### **Operational Management**

- Alongside the Attraction Manager, direct the management of the visitor experience and the building/facilities management, effectively and efficiently to deliver against agreed targets.
- Undertake the general duties of a Duty Manager, open and close the venue, act in a keyholder capacity and handle day to day customer queries on a rota basis.
- Review and implement Venue Policies and Procedures. Ensure compliance with all legal regulations.
- Ensure appropriate policies and procedures relating to the Protection of Children and Vulnerable Adults, and to Equal Opportunities, are in place, implemented and monitored.
- Ensure first aid and fire safety compliance including ensuring all Venue staff are trained and aware of procedures relating to this.

### **Finance and Administration**

- Alongside the Attraction Manager, monitor financial performance against the business plan and produce accurate and timely financial and management reports.
- Daily financial and ticketing reporting and monitor financial targets
- Ensure all information systems are working effectively and are operated according to the appropriate policies, procedures and legal requirements and comply with GDPR.

### **Staff Management**

- Responsible for collecting staff availability, producing rotas and ensuring we comply with contracted hours and the needs of the business. Approve and monitor staff holiday requests and act as the main point of contact for payroll queries.
- Show strong leadership, building and leading a first-class team, developing, motivating and inspiring staff to deliver against agreed targets.
- Ensure the team is appropriately trained, briefed, managed and developed to maximize sales and deliver exemplary customer service to all visitors in accordance with the business strategy, commercial objectives and agreed operating standards.
- Help maintain high staff retention by ensuring that all staff feel supported and are given the opportunity to learn and develop their own skills and career.

### **Facilities Management**

- Assist in managing all aspects of the Venue's facilities, building and environment, ensuring compliance with regulations and high operational and maintenance standards.
- Ensure that all Health and Safety policies and relevant Trading Standards requirements are always upheld, and that regular monitoring is in place.
- Act as one of the registered key holders, on 24-hour call out in case of emergency.

## Person Specification

### Previous Experience

- Track record of helping deliver an outstanding customer experience.
- Duty Management experience
- Experience in managerial roles in a visitor attraction or similar including recruitment, training and developing teams.
- Customer-facing experience in a retail, cultural or leisure environment.
- Complying with written procedures and legal documentation relating to venue management.
- Dealing with employment and staffing requirements.
- Experience of managing building facilities.

### Knowledge and Skills

- Proven IT skills including Microsoft Office applications, databases, report generation and ticketing systems.
- Understanding of Health and Safety, Child Protection, Trading Standards and effective building/resource management.
- Strong numeracy skills for data interpretation, reporting and budgeting.
- Analytical and problem-solving skills.
- Excellent time management and organizational skills.

### Behaviors and Characteristics

- Demonstrable leadership skills
- Ability to lead teams and work on your own initiative.
- Excellent communicator, both written and verbal.
- Excellent interpersonal skills.
- Keen attention to detail in all aspects of work.

## Benefits

Annual Leave: 25 days holiday, rising to 26 days after two continuous years of service and 27 days after 5 years continuous service, plus 8 Bank Holidays. You may be requested to work on some of the Bank Holidays, you will then be entitled to take a day off in lieu. Pension Scheme: Generous Employer contribution.

## How to apply

We are committed to equal opportunities and diversity therefore all qualified applicants will receive equal consideration for employment.

Applicants are invited to apply in confidence by submitting a CV together with a cover letter indicating how their knowledge and experience match those specified.

Please email your application, in confidence, to: Celine Richman, [celine@twistmuseum.com](mailto:celine@twistmuseum.com)

Please don't hesitate to email in advance of your application with any queries or requests for further details. NO AGENCIES PLEASE.