

Job Description

Job Title	Visitor Services Co-ordinator
Department	Arts
Grade	4
Location	The University of Bath

Job Purpose

The Visitor Services Co-ordinator is responsible for creating and maintaining a positive first point of contact for visitors to The Edge and Andrew Brownsword Gallery at the University of Bath and lead part of the welcome experience

Working for the Building Manager and alongside the Facilities Co-Ordinator and programming colleagues the role will ensure the delivery of first-rate visitor mediation and wayfinding for all building users including the scheduling, co-ordination and supervision of the Visitor Services Assistant and casual front of house and invigilation staff alongside an effective ticket sales and checking service.

The role will ensure that a ticketing system is appropriate and that colleagues are sufficiently trained to perform duties in this regard.

The role will use the Spektrix Box Office system

Source and nature of management provided

Building Manager (The Edge), Communications Manager (Dotted Line)

Staff management responsibility

Visitor Services Assistant
Casual Front of House and Invigilation staff

Career and Professional Development Activities

From time to time you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.

Special Conditions

This role requires flexibility and availability to work a variety of hours across building opening hours, 7 days per week between 8am and 10pm. The duties of the role are such that work outside building opening hours will also be necessary. Where this is applicable, adequate notice will be given and time of in lieu may be taken by arrangement with your line manager.

Main duties and responsibilities	
1	Oversee and define all aspects of day-to-day front of house and gallery invigilation operation for The Edge and Andrew Brownsword Gallery leading a world-class welcome to all visitors and quality ticketing service, delivering a friendly and consistently high standard of visitor experience
2	Act as lead point of contact for all building visitors and users, ensuring all wayfinding and use of rooms is safe on and off site in line with venue policy, health and safety policy and that University regulations are upheld and implemented at all times
3	Act as lead point of contact for ticketing or prospective visitor phone-calls and email enquirers, passing communications on as necessary to colleagues
4	Manage the Visitor Services Assistant and casual Front of House and Gallery Invigilation staff, providing clear direction and setting objectives, alongside the Building Manager through the Staff Development Review Process
5	Organise the Gallery invigilation rota, monitoring staffing levels to ensure the venues are adequately staffed at all times, and leading all briefing and information sharing sessions such that staff can mediate to high standards and provide an excellent visitor experience
6	Work with the Building Manager to recruit and train invigilation and front of house staff together with ticket service training as necessary to ensure high visitor service standards, ticket checking and adherence to University policy
7	Work closely with the Building Manager to co-ordinate an effective ticketing service using Spektrix computerised system including inputting of accurate information for ticket sales of events, maintaining an accuracy of customer database and regular data cleansing to GDPR regulation, in conjunction with Communications Manager and Communications Assistant and dissemination of statistical information to colleagues, ensuring systems remain fit for purpose and relevant to the organisation's needs
8	Share responsibility with colleagues for regular social media posting to promote the visitor experience at the venues
9	Lead the Coordination, collection, collation and dissemination of all visitor feedback received through a variety of channels, and to extract this in innovative ways in conjunction with the Building Manager, Communications Manager, Communications Assistant and arts programming colleagues
10	Be trained in Duty Management responsibilities to support this area of service as necessary, covering activities and events often in the evenings and at weekends, acting as point of contact between Front of House, Café, stakeholders, third party artist companies and commercial clients to deliver a seamless operational service to health and safety and fire regulations
11	Produce and provide ticketing financial reports, working with University Finance & Procurement colleagues as necessary

12	Support initiatives to increase visitor donations in line with The Edge and Andrew Brownsword Gallery income generating objectives, assisting colleagues responsible for such areas as appropriate
13	Oversee the management and handling of merchandise sales
14	Work with Building Manager and colleagues to develop and implement monitoring and evaluation of the visitor service
15	Ensure that public spaces are well presented and welcoming, that merchandise stock is replenished and as necessary support the Facilities Co-ordinator and Porter/Cleaner in ensuring rooms throughout the venue are also presentable of use
16	Ensure that financial and data protection procedures and regulations are adhered to at all times
17	Provide back up and support on wider Edge and Andrew Brownsword events as reasonably requested working with colleagues throughout the department, supporting the work of colleagues to share skills that contribute to successfully achieving targets
18	Maintain good practice in line with University and ahs policies and procedures relating to Equality & Diversity, Health & Safety and environmental issues
<p>You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager</p> <p>You are required to follow all University policies and procedures at all times and take account of University guidance</p>	

Criteria	Essential	Desirable
Qualifications		
Educated to A level or equivalent with a good general level of education.	X	
Qualifications in subjects relevant to the post.		X
Experience/Knowledge		
Experience of using relevant specialist venue management or box office computerised systems and the use of finance IT for the procurement of goods and services.	X	
Experience of supervising and training a team.	X	
Excellent customer service.	X	
A good understanding of the preparation and dissemination of statistical and data reports.	X	
Cash handling experience.	X	
Relevant administrative experience.	X	
Skills		
Excellent organisational skills with the ability to prioritise a wide range of tasks.	X	
Experience of taking a pragmatic approach to problem solving.	X	
A high level of friendly and welcoming customer service.	X	
Excellent interpersonal skills with the confidence to deal with members of staff at all levels across the University and liaise closely with other stakeholders on a daily basis.	X	
Excellent time management skills with the ability to prioritise a varied and diverse workload and to work independently and calmly under pressure.	X	
Ability to work alone yet able to network and build relationships with colleagues within the University and externally with clients.	X	
Attributes		
Confidence, honesty, integrity and enthusiasm.	X	
Able to maintain concentration and accuracy while working in a busy shared office and environment.	X	
Flexible towards working hours, with events at evenings and weekends.	X	
Genuine enthusiasm visual arts, theatre, dance and/or music with an understanding of the importance of widening access to the arts.		X