

## LETCHWORTH GARDEN CITY HERITAGE FOUNDATION

### JOB DESCRIPTION

1	JOB TITLE	Visitor Services Supervisor
2	STATUS	Permanent. Full Time
3	HOURS OF WORK	35 hours per week Shift Pattern
4	EMPLOYEE'S NAME	
5	DEPARTMENTS	Venues – Standalone Farm
6	REPORTS TO	Visitor Experience & Special Projects Manager

7	<p><b>JOB FUNCTION:</b></p> <p>To supervise, support and develop the Visitor Services Team to ensure the effective operational and customer service management of Standalone Farm.</p> <p>This is a key role supporting the Visitor Experience Manager in ensuring Standalone Farm provides an outstanding experience for all visitors, is a commercial success and accessible for all. You will undertake a range of tasks to ensure the effective daily running of the venue including the building, staff, visitors and customer services at all times according to the policies, procedures and practices required by the Foundation.</p> <p>As a Visitor Services Supervisor, you will work both alone and together within a team to enhance the visitor experience of the venue, while assisting the management team in ensuring the smooth running of all events and daily operational management of the venue.</p> <p>In addition to providing leadership and support to the team members you will be providing a superior standard of service to our customers and making sure everyone has a great time in a safe and clean environment.</p> <p>This post will be based at Standalone Farm but will be required to work at other venues/special projects during part of the Farm's closure period.</p>
8	<p><b>RESPONSIBILITIES</b></p> <ul style="list-style-type: none"> <li>To supervise, support and develop staff team in the Visitor Services Team, ensuring that the venue is appropriately staffed and that the highest standards of customer services are maintained.</li> </ul>

	<ul style="list-style-type: none"> <li>• Working with the management team in setting goals for performance and deadlines in line with the company's competencies and strategic vision and communicate them to team.</li> <li>• Contribute to organising events planning and ensure that employees understand their duties or delegated tasks to including volunteer support and engagement.</li> <li>• Monitor staff productivity and provide constructive feedback and coaching</li> <li>• Receive complaints and resolve problems and update managers accordingly</li> <li>• Maintain timekeeping and absence records in line with agreed procedures</li> <li>• To cascade internal management information to employees through team meetings or one to ones.</li> <li>• Prepare and submit performance reports relating to the venue as agreed in advance.</li> <li>• Be part of the recruitment planning of new team members and actively engage in the training of new employees</li> <li>• Actively encourage new ideas and teamwork in order to promote our customer experience and engage staff in contributing a voice to such discussions</li> <li>• Provide coaching and mentoring to staff to help them reach their full potential</li> <li>• Feedback issues to the management team to resolve issues quickly and help with continuous improvement of the venue management.</li> <li>• To ensure the daily and weekly activities are carried out as per the venue requirements.</li> <li>• To maintain equipment with preventative maintenance as required and to remedy possible breakdown times and to follow the training guidelines that have been supplied.</li> <li>• Ensure all employees are performing in accordance with the required standards of the business, company's competencies and Values and Behaviours.</li> <li>• In the event of an emergency, assist with the evacuation of the customers in accordance with the with venue emergency evacuation procedures.</li> <li>• Provide first aid as required and report any Health &amp; Safety concerns to the Visitor Experience Manager and/or Broadway &amp; Venues Manager.</li> <li>• Work in line with corporate policies and procedures to ensure that all matters relating to health &amp; safety are adhered to, promoted and reviewed as necessary.</li> <li>• Ensure all visiting event performers and education groups have a positive experience and operate within health and safety guidelines.</li> <li>• Carry out effective cash handling (including Reconciliation) in line with opening and closing procedures.</li> <li>• Undertake responsibilities for the opening and closing of the venue in line with agreed procedures.</li> </ul>
<b>9</b>	<p><b>DESIRABLE QUALIFICATIONS /EXPERIENCE</b></p> <ul style="list-style-type: none"> <li>• Experience of supervising and motivating staff</li> <li>• Excellent communication skills</li> <li>• General Health &amp; Safety knowledge</li> <li>• Understanding of manual handling principles</li> </ul>

	<ul style="list-style-type: none"> <li>• Holds or capable of achieving a First Aid at Work Certificate</li> </ul>
<b>10</b>	<b>COMPETENCES</b>  <b>Supervisor – see attached</b>
<b>11</b>	<b>LEVELS OF AUTHORITY:</b>  <b>Financial:     £Nil</b> <b>Other:           £Nil</b>
<b>12</b>	<b>OTHER INFORMATION:</b>  Working in line with corporate policies and procedures to ensure that all matters relating to health and safety are adhered to, promoted and reviewed as necessary.  Maintaining the culture and values of the business, providing ethical working practices that support corporate policies and procedures relating to bribery and corruption.  The Heritage Foundation is committed to providing a working environment in which everyone feels respected and valued and able to contribute to its success in an environment free from discrimination, harassment and bullying.  The above job description is not necessarily a finite one and does not prevent the employee receiving work outside the job description from time to time.

**Signed by Line Manager .....**

**Signed by Employee.....**

**Date of Review .....**