

JOB DESCRIPTION

Job Title:	Visitor Services Supervisor
Reporting to:	Broadway Duty Manager
Role Status:	Permanent – Full Time
Hours:	35 hours per week working 5 days over 7 on a rota shift pattern
Directorate/Team/Venue:	CCH Directorate – Arts, Heritage & Culture / Broadway Theatre and Cinema

1. JOB PURPOSE

To supervise, support and develop the Visitor Services Team to ensure the effective operational and customer service management at the Broadway Cinema & Theatre.

This is a key role supporting the Broadway Duty Managers in ensuring the Broadway Cinema & Theatre 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. 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.

2. MAIN WORKING CONTACTS

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.

Internal: Wider Broadway Team, Duty Managers, Venues Manager, other Letchworth Garden City Heritage Foundation Staff.

External: Members of the public visiting Broadway Cinema.

3. KEY AREAS AND TASKS

- 3.1 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.
- 3.2 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.

- 3.3 Contribute to organising events planning and ensure that employees understand their duties or delegated tasks to including volunteer support and engagement.
- 3.4 Monitor staff productivity and provide constructive feedback and coaching
- 3.5 Receive complaints and resolve problems and update managers accordingly
- 3.6 Maintain timekeeping and absence records in line with agreed procedures
- 3.7 To cascade internal management information to employees through team meetings or one to ones.
- 3.8 Prepare and submit performance reports relating to the venue as agreed in advance.
- 3.9 Be part of the recruitment planning of new team members and actively engage in the training of new employees
- 3.10 Actively encourage new ideas and teamwork in order to promote our customer experience and engage staff in contributing a voice to such discussions
- 3.11 Provide coaching and mentoring to staff to help them reach their full potential
- 3.12 Feedback issues to the management team to resolve issues quickly and help with continuous improvement of the venue management.
- 3.13 To ensure the daily and weekly activities are carried out as per the venue requirements.
- 3.14 To maintain equipment with preventative maintenance as required and to remedy possible breakdown times and to follow the training guidelines that have been supplied.
- 3.15 Ensure all employees are performing in accordance with the required standards of the business, company's competencies and Values and Behaviours.
- 3.16 In the event of an emergency, assist with the evacuation of the customers in accordance with the with venue emergency evacuation procedures.
- 3.17 Provide first aid as required and report any Health & Safety concerns to the Broadway Duty Managers and/or the Venues Manager.
- 3.18 Work in line with corporate policies and procedures to ensure that all matters relating to health & safety are adhered to, promoted and reviewed as necessary.
- 3.19 Ensure all visiting event performers and education groups have a positive experience and operate within health and safety guidelines.
- 3.20 Carry out effective cash handling (including Reconciliation) in line with opening and closing procedures.
- 3.21 Undertake responsibilities for the opening and closing of the venue in line with agreed procedures.

4. Other Duties

- 4.1 Be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- 4.2 Follow the Foundation's policies, procedures and performance expectations.

- 4.3 Support the Foundation's Equal Opportunities Policy and work inclusively and collaboratively.
- 4.4 Undertake any other duties consistent with the role and/or reasonably required by the Foundation.

PERSON SPECIFICATION

Visitor Services Supervisor

We are looking for someone to be able to demonstrate the following values and competences to a high level and want to use these to the full in their work.

This is equally important as having the direct experience or technical ability for this role and so we will be looking for evidence and examples of the following during the selection process, if you are shortlisted for this role.

Values	Competencies
Collaborative	Communicating
Supportive	Taking Responsibility
Inclusive	Inspires & Empowers Others
Evidence based	Managing Relationships

We need you to use the application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1 and 2 below (addressing each point in order). Where relevant please use your answers to illustrate how your approach to work, attitude and values have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

1. EXPERIENCE & TRACK RECORD

- 1.1 Experience or ability to step up to provide supervisory support and development to other staff
- 1.2 Understanding of objective and goal setting to support staff to provide excellent service.
- 1.3 Past involvement in events planning and organising.
- 1.4 Providing excellent customer service in any environment, managing complaints and customer satisfaction with commitment and positive results.
- 1.5 Experience of applying health and safety training and/or knowledge to ensure a safe environment for colleagues and the public.

2. SKILLS, KNOWLEDGE AND ABILITIES

- 2.1 Ability and willingness to communicate proactively and positively with colleagues and members of the public
- 2.2 General health and safety knowledge
- 2.3 Understanding of manual handling principles
- 2.4 Holds/is capable of achieving a First Aid at Work Certificate

3. ADDITIONAL JOB REQUIREMENTS

- 3.1 Willingness and ability to work outside of normal office hours on occasion.
- 3.2 Willingness to work flexibly in response to changing organisational requirements

