**Job Title:** Visitor Services Manager

**Reports to:** Head of Visitor Experience and Operations

**Contract:** Permanent - 37 hours per week on a rota.

**Working hours** and days will vary according to the opening days of the Museum and will include weekends and evenings.

**Salary**: £26,500

**Sir John Soane’s Museum**

Sir John Soane’s Museum is the idiosyncratic historic house of the great Regency architect Sir John Soane (1753 – 1837), and displays his collection of antiquities, furniture, models and paintings in the same state in which they were left at the time of his death as well as preserving over 30,000 architectural drawings and a fine library.

**Background**

Our Visitor Services Team is made up of permanent full time, part time and casual visitor assistants as well as a large team of committed volunteers. The team is responsible for ensuring that all our visitors receive a warm and courteous welcome and interpret the collection so that visitors get the most out of their visit. There are two Visitor Services Managers, who lead our Visitor Assistants and Volunteers to deliver an excellent experience and provide a safe and secure environment for all of our visitors.

The post is crucial as our current Strategic Plan depends for its success on strong operations, so that our visitor services and volunteer teams are deployed effectively and motivated to deliver an outstanding experience to our visitors, while capturing all of our commercial revenue opportunities appropriately.

**Responsibilities**

**Visitor Experience & Operations**

* To ensure our Visitor Services Team are delivering an excellent visitor experience to all our visitors.
* Support visitors with access needs during their visit.
* Dealing with feedback and customer complaints during museum opening hours. Ensure that visitor feedback is captured and processed.
* Line management responsibility for the team and supervising volunteers (split between the two Managers); ensuring the team are performing to a high standard, carrying out appraisals and identifying training and development needs.
* Prepare, brief and manage the daily rota ensuring the Museum is fully staffed by Visitor Assistants and Volunteers and managing any shortfalls working with the Head of Visitor

Experience and Operations and the Volunteer Manager you will need to cover floor positions as and when required.

* Manage the daily briefing and ensure all the information and briefs for the day including Seminar Room meetings, VIP’s, group visits and early morning / evening events is shared.
* Rolling out new or enhanced working practices and systems to the whole team and ensuring the team are fully trained on the standard operational procedures and new ones as they are developed.
* Monitor annual leave and sick leave across the team, ensure correct forms are filled in and HR files and Cezanne are updated.
* Act as Duty Manager during when the museum is open to the public or for evening events to ensure the smooth operational running of the day/evening.
* Continue to establish a culture of gentle upselling across the visitor contact points working closely with the Retail Team. Our objectives are to continue to grow our front door sales, ticketed events and donations.

**Conservation Cleaning**

* Ensure the Museum is clean and presentable for our visitors to enjoy, by monitoring the routine room cleaning, ensuring that the room cleaning kits are properly maintained and that the weekly room cleaning sheets are correctly filled in working closely with Conservation.
* Liaise with the Conservation Team on routine cleaning and special conservation cleaning and deep clean programmes.

**Process**

* Manage the Visitor Assistants’ Petty Cash float making sure that all purchases and individual payments are recorded correctly.
* Manage all deliveries to the Museum ensuring that the appropriate person or department is notified and that the deliveries are cleared away as soon as is practically possible.
* Manage staffing resources for commercial and museum events.
* Manage the stock take of drinks, candles and other requirements for out of hours events and brief Head of Visitor Experience and Operations for any additional requirements.
* Supervise the lock down and security ‘sweep’ at the end of each day, ensuring that the Visitor Assistants are trained in the correct procedures.
* Ensure that the correct alarms are set, the end of day report is completed and the handover to the night guards is carried out correctly at the end of each day.
* Carry out the weekly test of the Fire Alarm system, maintain the test records and report any faults or problems to the House and Facilities Manager. Support the maintenance of the wireless fire alarm system through daily checks and changing batteries.
* Ensure adherence to Health and Safety protocols.

**Essential Skills and Experience**

* Experience of leading or supervising a team
* Experience of working in a customer facing environment, with good communication skills

and a warm and friendly manner

* An interest in museums, art, history or architecture
* Have a genuine desire to work with the public and a passion for delivering excellent visitor care
* Able to take own initiative when necessary
* Solution focussed approach to problems
* Familiarity with event platforms and ticketing systems
* Commercially minded
* A well organised and systematic approach to work
* Numerate
* Competent in using Excel, Word, Outlook

**Desirable Skills and Experience**

* Experience of event management
* Some familiarity with conservation cleaning and facilities management
* Previous duty management experience
* Experience of supporting a team of volunteers
* An understanding of the demands of working in a fragile and historic setting and with a valuable and diverse collection
* Familiarity with the Museum, as a visitor

**To apply:**

Please email a CV with a covering letter outlining how you meet the job requirements to **recruitment@soane.org.uk** by 9.00 am 13 January 2023.

**Interviews:**  Friday 27 January 2023 at the Museum

**Location:** 13 Lincoln’s Inn Fields, London WC2A 3BP

The Museum is an Equal Opportunities Employer committed to equality, diversity and inclusion and welcomes applicants from all backgrounds