

Job Description and Person Specification for the position of: **Visitor Services Supervisor**

Petersfield Museum's ambitious, £4 million 'Pathways into the Past' project has created a step change in how visitors engage with Petersfield Museum, that will be enduring in the long term. The NLHF supported Project has enabled the Museum to fulfil its vision:

Situated at the foot of the South Downs within England's newest National Park, Petersfield Museum will be a focal point for the area's unique history and cultural heritage. It will be at the heart of local life and a compelling attraction for visitors from further afield. Historic buildings and contemporary architecture with welcoming social areas and stimulating learning spaces, wide ranging, engaging collections and diverse educational and events programmes will hopefully inspire visitors of all ages to investigate and explore further our region's many historic and cultural assets.

Having re-opened in June 2021, the project has transformed the Museum's buildings, exhibitions and programmes and has hugely increased the scope of what the Museum is able to offer to visitors. It has created the capacity to ensure that the Museum is successfully integrated into the visitor destination of the South Downs National Park at the same time as being strongly rooted in the local community, putting Petersfield Museum on the map for local people and visitors alike.

We are now looking for highly motivated and enthusiastic people to join our small team at a key time, as we step proudly into an exciting future.

Job Title:	Visitor Services Supervisor
Reports to:	Museum Director
Salary:	£21,000 per annum
Contract:	Full time position, fixed for a period of two years (24 months)
Hours:	37.5 hours per week, five working days per week, to include regular Saturday and Sunday working. Additional hours, including evenings, may be required to fulfil the requirements of the post; overtime is not normally paid, but time off in lieu is offered
Holidays:	22 days per year, plus statutory Bank Holidays
Notice Period:	Two months, after a probationary period of three months. Two weeks during the probationary period
Location:	Petersfield Museum, St Peter's Road, Petersfield, Hampshire
Benefits:	Complimentary tickets to the Museum and its temporary exhibitions Discount on food and drink in the café and in the Museum shop, subject to discount policy NEST Pension Scheme

Job Purpose

To work alongside the Museum Management team to ensure that visitors receive an exceptional welcome and an interesting and enjoyable visit to the Museum and that we deliver consistently high-quality visitor experience.

To play a central part in delivering the daily operation of outstanding visitor experience at Petersfield Museum.

Key Responsibilities

- To work closely with the Museum Director to ensure a consistent and enjoyable visitor experience.
- To supervise the operation of the Welcome Desk with optimum staffing levels, ensuring a high-quality experience for all visitors. To ensure the Museum shop is always presented in a well-stocked, attractive and tidy manner.
- To support visitors with additional needs and to develop the Museum's visitor experience offering ensuring all sectors of the community are comfortable and able to use the Museum feeling welcome and safe and can fully engage with our facilities.
- Manage the shop's stock ordering and merchandising, following agreed budgets. To research and develop brand ranges for the retail offering and to regularly evaluate and adapt the positioning of merchandise, ensuring products are well promoted and rotated to increase retail sales.
- To manage the Museum's volunteer programme and act as the main point of contact for volunteers, further developing the Museum's volunteer programme. This includes visitor experience volunteers, events volunteers, engagement volunteers, collections volunteers and liaison with the Edward Thomas Fellowship regarding requirements for volunteers in the Edward Thomas Study Centre.
- To co-ordinate the recruitment, induction and training of volunteers, as well as the development of volunteers' roles to increase retention, skills and to encourage volunteer commitment and engagement.
- To plan, manage and deliver the monthly Museum rota for both volunteers and staff, ensuring adequate cover is consistently in place.
- To ensure that all staff and volunteers involved in handling payments at the Welcome Desk are trained appropriately and monitored. To ensure that there are robust systems in place for recording and monitoring daily income.
- To ensure that Museum buildings and exhibition spaces are well maintained for visitors, including general cleaning and signage and that the Museum provides an exceptional experience for all visitors.

- To assist the Head of Engagement and Management team in arranging and supervising Museum events, such as public events, exhibition openings, lectures and talks, engagement activities and private events, ensuring all required resources are available and that visitor operations run in an efficient and welcoming manner.
- To support the delivery of evening events ensuring excellent visitor experience.
- To manage the day-to-day administration of the Museum's Friends scheme (through DigiTickets ticketing & CRM software) and contribute to the development of new and enhanced supporter schemes.
- To ensure local residents and neighbours are kept up to date with Museum events that may affect them.
- To work within agreed objectives and budgets, as well as monitoring the Museum's commercial activity, providing evaluation data for the Museum Director.
- To work with all departments to regularly evaluate visitor experience, collecting and analysing accurate data and to contribute to reports and funding applications, as required.
- To work closely with the café operator to ensure the café delivers on all targets, including customer satisfaction, food safety and operational compliance.
- To help ensure that the Museum meets all compliance requirements including health and safety, fire and security systems, emergency planning and all current Museum policies and procedures effecting visitors' experience, including the training of staff and volunteers.
- With the Head of Engagement, ensure the Safeguarding of Children, Young People and Vulnerable Adults on site and that procedures are up to date and followed by all staff and volunteers.

Other Duties

- To act as Duty Manager for the Museum.
- To undertake any additional duties as may be reasonably required.

Please note this job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating the main areas of activity and may be amended over time as the role develops and/or priorities and requirements change.

Preferred Skills and Experience

Any of these skills/experience would be beneficial:

- Passionate about museums and what they can achieve, and engaging visitors as to how wonderful and enjoyable heritage and history can be.
- Previous relevant experience in the heritage, arts and cultural sector (paid or unpaid) would

be super, (but it's not an essential requirement).

- Knowledge of the vitally important role that excellent visitor service and experience plays in the successful operation of a heritage attraction.
- Previous experience in a customer facing and/or focussed role.
- Strong interpersonal skills, combined with enthusiasm and energy.
- Excellent communication skills with the ability to communicate with a wide range of people.
- Ability to work to tight deadlines and to manage a busy and varied workload.
- Excellent organisational skills and meticulous attention to detail.
- Able to work on own initiative, as well as part of a small, hard-working team.
- Experience of working with volunteers.
- Strong IT skills.
- Willingness to undertake relevant and/or necessary training.

If you are interested, please apply by sending your CV with a covering email, outlining your suitability for the position and why you would like to work at Petersfield Museum to:

Dan McWilliam, Museum Director, Petersfield Museum – business@petersfieldmuseum.co.uk

Closing date: 5:00pm, Friday 15 October 2021

Interviews: Likely to be the week beginning Monday 25 October 2021 (dates to be confirmed)

Please let us know within your covering email if you require any adjustments to the interview process.

Please note: We will not bring forward the closing date for applications, nor close recruitment after reaching a particular number of applications received in advance of the closing date. However, timings of key recruitment milestones after the closing date for applications (such as interview dates and/or start dates) may be affected by any future changes to Government guidelines and restrictions relating to the coronavirus pandemic.

We aim to let all applicants know the outcome of their application as soon as possible after the closing date, however if you have not heard from us within 4 weeks of the closing date, please assume that your application has been unsuccessful on this occasion.