

National Army Museum

Royal Hospital Road, Chelsea, London SW3 4HT

Operations & Resources Division

Post: Visitor Experience Supervisor

Reports to: Head of Facilities

Scope

This is a unique opportunity for an experienced professional to join a passionate and committed team to develop and deliver the Museum's visitor experience operations.

Job Role

Supporting the Museum's Senior Leadership Team in providing a world class visitor experience for the Museum's visitors by overseeing the public interface, building upon and delivering the Museum's visitor experience across the Museum gallery teams, maintaining the high standards of health and safety awareness and ensuring that the Museum's mission and values are delivered holistically across all visitor touch points.

Job Description

1. The post-holder is responsible for:

Visitor Experience

- a. Supervision of the Visitor Experience Assistants and Volunteers by ensuring that adequate cover is provided to give the level of visitor experience expected of a National Museum.
- b. Ensuring that the team consistently deliver excellent customer services and provide first point of contact for all visitors including groups and those with special needs by monitoring team performance.
- c. Ensuring the team is effectively monitoring the condition of the galleries and public spaces throughout the day and ensuring that standards are never compromised and reporting any issues via the correct channels. This includes undertaking daily briefings to provide up-to-date information to the team.
- d. Actively engaging with the Museum's visitors by responding to enquiries, resolving complaints/incidents and providing feedback to the Head of Facilities regarding complaints/incidents that have affected the visitor experience.

Assisting the Retail and Admissions Team as required and working to ensure there is a joined up approach to the front of house services.

2. Resource Management

- a. Provide support to the Head of Facilities by providing the day-to-day supervision of the Visitor Experience Assistants and Volunteers.
- b. Assisting with the recruitment, organisation of rotas and effective deployment of team members throughout the public spaces, ensuring that the necessary cover is provided at all times, including cover for all events (corporate or otherwise), including during normal opening hours, out of hours and Museum closed periods.
- c. Assist in the identification and delivery of appropriate training to staff within the Visitor Experience Department and coaching/mentoring staff, as necessary.
- d. Ensuring effective communication and team working across all Museum Divisions and Departments.
- e. Provide cover and/or assistance for any of the Visitor or Gallery areas during breaks, annual leave or other absences or special circumstances, as required.

3. Internal Relationships

- a. Maintain effective internal relationships with all Museum Departments.
- b. To work with across the Operations & Resources Division to ensure the building, facilities and security are maintained, reporting all issues to the Head of Facilities.
- c. To assist the work with the Learning team in engaging with schools and community groups and receiving visitors.
- d. To work with the Marketing & Communications and Philanthropy teams to promote the Museum and provide feedback on the visitor experience.
- e. To work with the Public Programmes team to support and promote events.

4. External Relationships and Partnerships

- a. To work closely with all in-house contractors (including catering, cleaning, maintenance and security) in the provision of excellent customer services to the public.

5. Health & Safety

- a. Be committed to good health and safety, security and access practice, ensuring familiarity and compliance with Museum policies, procedures and guidelines and the health and safety of visitors, staff, volunteers and contractors at all times and to promote these to the visitor experience team.
- b. Assist the Head of Facilities in the production of risk assessments and method statements for all team activities.
- c. The post-holder will be required to undertake training in first aid.

6. In addition, the post-holder is required to:

- a. Act in every way so as to preserve the Museum's reputation and good name in all areas of its work and be fully committed to openness and transparency in all its dealings.
 - b. Ensure that the Museum's accounting and financial procedures are strictly adhered to and embed a culture of control and financial discipline.
 - c. To play a full part in the generation of income as required and to avoid breaches of financial regularity and propriety, the misapplication of funds or waste of resources. Effectively manage delegated budgets and projects and be responsible for the proper exercise, as instructed, of any delegated financial powers, having express regard to the Director's appointment as the Museum's Accounting Officer; especially to promote efficient and cost-effective methods of working to keep strictly within planned budget allocations, as set by the Senior Leadership Team.
 - d. Take due care to assess and manage risk, having regard to the NAM's Risk Management Policy; (*Risk Management at the NAM: Matrix of Risks*).
 - e. Carry out his/her duties in accordance with the NAM's Equal Opportunities Policy.
 - f. Travel to and operate from the National Army Museum's outstations or locations where the Collection, or parts of the Collection, or other NAM property or services are held, or carried on, as and when necessary. The post-holder will be required to work off-site including at the Museum's facilities at Stevenage.
 - g. The post-holder will be based at the Museum in Chelsea.
 - h. The post-holder must co-operate fully with the Management of the NAM in pursuance of the Museum's aims, as set out in its Royal Charter, and to enhance the Museum's standing and reputation through its contacts with the public and the media. This will include membership of various development and other teams set up from time-to-time and reporting to the Director and Senior Leadership Team.
 - i. Chair Museum committees, teams and working parties, as delegated by the Head of Facilities or Deputy Director and represent the Museum on external committees, as required.
 - j. Support presentations to the NAM Council (Trustees), the Senior Leadership Team and members of staff as requested.
7. The appointment is permanent and part time, working 3/7 days. Additional evening and weekend working may be required. Flexible working arrangements will be considered. The salary is £25,388pa (pro-rata) inclusive. The post-holder is required to give three months' notice in resigning.
8. The appointment will be subject to a security clearance.

9. This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of the Museum. This job description may be reviewed and updated annually.
10. The National Army Museum is an equal opportunities employer.

[November 2020]

Signature:

Date: