

# SOMERSET HOUSE

<b>Role:</b>	<b>Visitor Experience Supervisor</b>
<b>Department:</b>	<b>Visitor Experience</b>
<b>Reports to:</b>	<b>Visitor Experience Manager</b>
<b>Responsible for:</b>	<b>Visitor Experience Assistants</b>
<b>Salary:</b>	<b>£11.55 per hour plus accrual of holiday entitlement</b>
<b>Supporting:</b>	<b>Somerset House Programming Teams</b>

**Working hours:** Hours of work variable to support the operational delivery of exhibitions and events. Somerset House is open from 9am until 11pm, seven days a week. At times we operate outside these core hours to facilitate early morning or late night events or activities. This role requires weekend availability. Somerset House is open every day of the year with the expectation of Christmas day.

## **Summary and aims of role:**

Somerset House Trust is seeking a Visitor Experience Supervisor to join the Visitor Experience department with specific responsibility of managing the day to day operations of our paid and free exhibitions and some of our smaller scale events.

The role requires you to have experience of managing a team in a cultural or gallery based environment. You will believe in offering an exceptional visitor experience in a safe and welcoming environment. Experience of ticketing systems preferably Tessitura is required.

## **Role & Responsibilities**

### **Welcome and Knowledge**

- To manage the day to day visitor experience and operations of exhibitions or small-scale events at Somerset House.
- To lead by example, be welcoming and attentive to the needs of our visitors ensuring an exceptional and consistent level of service from the team.
- Managing customer feedback, resolving situations or escalating where appropriate.
- Brief the team daily on any important operational information related to the exhibition or event and other activities across the site.
- To work closely with internal stakeholders to help deliver our exhibition programme.
- To provide daily reports highlighting customer feedback, operations issues and sales.

## **Operations**

- Managing all staff on shift, ensuring rotations if required and team breaks.
- To work with our CRM and Ticketing System Tessitura to manage the day to day Box Office operations including but not exclusively sell tickets, authorise returns where appropriate, complete end of day reports and any other additional ticketing information as required.
- To ensure the team have attention to detail and work accurately within Tessitura.
- Manage cash including floats and ensure the team are exact in their cash handing and payment processes.
- Managing end of day reconciliation Visitor Experience Manager to carry out change runs and safe counts.
- To support the Gallery Operations Manager and Visitor Experience Managers to train the Visitor Experience Team and assist with and produce training documentation.
- To assist with the operational planning for the Visitor Experience Team across exhibitions or events.
- To troubleshoot technical or IT issues as required and escalating where necessary.
- Additional duties as required.

## **Safety and Security**

- To ensure that the staff are fully briefed to ensure the safety and security of our visitors.
- Maintain an up to date and good knowledge of Somerset House fire, safety and evacuation procedures and lead or support the evacuation of the exhibition or event.
- To report all incidents and accidents on site to Visitor Experience Manager and/or Security.
- Oversee visitor flow and queue management to ensure an enjoyable experience for our visitors in a safe environment.
- To work closely with the Exhibitions department and conservators to supervise and monitor the care of the objects on display.

## **Presentation**

- To be well presented and set the standard for the team.
- To monitor the appearance of the exhibition or event and to ensure the required standards are upheld.
- To ensure that all staff are wearing the appropriate uniform and are well presented at all times.
- To create temporary signage as required.

## **Person Specification**

- Experience leading a team to deliver an outstanding visitor experience.
- Knowledge of Health and Safety regulations for both public and staff, and experience of monitoring practices and leading in evacuation training.
- Knowledge of ticketing systems preferably Tessitura.
- Experience of liaising and effectively communicating with a wide variety of people.
- Excellent proven customer service skills.
- Flexible in approach to work and hours including evenings, weekends and bank holidays.
- Committed and focused approach to work.

- Excellent communication skills.
- Must be proactive, with a hands-on approach.
- Innovative approach to problem solving.
- IT literate and confident with basic AV equipment.
- Have the ability to stay calm under pressure and solve problems quickly and efficiently.

*Somerset House is open to all and we value the unique skills of everyone. Somerset House Trust is an equal opportunities employer and is committed to encouraging equality, diversity and inclusion in our workplace, so if you're a suitably qualified applicant we'll welcome your application whatever your age, disability, gender, gender identity, race, religion or belief, sexual orientation or socio-economic background.*



## **About Somerset House**

Somerset House is London's working arts centre built on historic foundations around one of the most beautiful courtyards in Europe. Situated at the very heart of the capital, we are home to the UK's largest and most exciting creative community and are overflowing with new ideas, young businesses and fresh perspectives.

Dedicated to backing newness, championing openness, nurturing creativity and empowering ideas, our cultural programme is ambitious in scope. We insist on relevance, but aren't afraid of irreverence, and are as keen on entertainment as enrichment. We embrace the biggest issues of our times (recent exhibitions and installation have addressed climate change and the work of black creative pioneers), but are equally committed to the delicate task of oxygenating new work by emerging artists.

Add in music, movies, mushrooms, London's most beautiful ice-rink, 87 working artists, each with their own highly subsidized studio space, Makerversity, our Creative Careers Academy, a business community made up of over 200 independent enterprises, and our neighbours, The Courtauld Institute and Kings College, and you start to understand who we are and what we do.

We welcome 3 million annual visitors to share this unique combination of public events, creative enterprise, and artistic practice. It is this mix that informs and powers our programme and makes it singular, compelling and accessible.

Many of our events are free and we encourage visitors to sit and enjoy our courtyard and terraces, without having to buy so much as a cup of coffee, as havens at the centre of London, but set back and away from cars, pollution and the hustle and bustle of street life. We offer free WiFi, are home to five cafes and restaurants, and relish family visits, dogs and children.

Likewise, though we reside in an iconic neo classical building, justly famous as the 18<sup>th</sup> century architect William Chambers' seminal masterpiece, we are at our best when navigating the now and powering the new. Nowhere else will you find a major movie star introducing a world film premiere one moment, while experimental dance music fills a cellar the next. And where else can you spend an hour ice-skating while listening to a specially commissioned sound piece by a cutting-edge artist?

It is this creative tension—the way we harness our heritage, put the too-often overlooked on our central stage and use our neo-classical backdrop to showcase groundbreaking contemporary culture—that inspires our programme.

Old and new, history and disruption, art and entertainment, high-tech and homemade, combined with the fact that we are home to a constantly shape-shifting working creative community: this is our point of difference.

It is what we are proud of. And it is what makes the experience of visiting or working in Somerset House inspiring and energizing, urgent and exciting.