

SOMERSET HOUSE

Role:	Assistant Visitor Experience Manager
Department:	Visitor Experience
Reports to:	Visitor Experience Managers
Responsible for:	Visitor Experience Assistants
Supporting:	Head of Visitor Experience, Somerset House programming teams
Salary:	£11.25 per hour plus holiday pay

We are seeking a dynamic and passionate Assistant Visitor Experience Manager to play a pivotal role within the Visitor Experience Team. You will support the Visitor Experience Managers in the organisational and departmental objectives, assist in leading the team to ensure the smooth delivery of the programme at Somerset House. You will have experience of supervising large and small-scale events to ensure an outstanding visitor experience for all Somerset House guests. The Assistant Visitor Experience Manager is a visible and available presence supporting and leading staff and ensuring a safe, high quality visitor experience.

Working hours:

Hours of work variable to support the operational delivery of all Somerset House events and exhibitions. This requires a willingness to working evenings and weekends with some late nights and early mornings on a flexible basis as per operational requirements.

Background to Somerset House

Somerset House seeks to be an inspirational creative community where contemporary culture is imagined, created and experienced.

For 250 years, Somerset House has played a central role in our society as a place where our culture and collective understanding of the world is shaped and defined.

In 2000, it began its reinvention as a cultural powerhouse for today, advancing a new generation of creative thinkers who are pushing intellectual and creative boundaries and shifting perceptions of our culture. We celebrate our heritage by looking to the future with renewed social purpose, creating unique and stimulating experiences for the public, bringing them into direct contact with ideas from the greatest artists, makers and thinkers of our time. Located at the geographical heart of London, we are uniquely placed to serve the capital, the country beyond and the wider world.

A registered charity, we operate an independent economic model where commercial and artistic imperatives comfortably co-exist. At Somerset House, art is embedded within a wider community of creative enterprise, creating a pragmatic and viable vision for the arts and cultural centre of the 21st century.

Our vision is to become the UK's leading centre for contemporary culture, with unexpected ideas and experiences emerging from the intersection of the three groups that constitute our unique

cultural ecosystem.

For **the public**, we seek to be an inspirational place to experience the work of today's boldest minds, providing intellectual and cultural connections with new ideas and the people behind them. The combination of our celebrated neo-classical setting and our bold, forward-thinking output creates surprising, stimulating and joyful shared experiences for our visitors.

For **artists and makers** of all disciplines, we seek to encourage experimentation and the creation of new work. We are somewhere for today's creative generation to take risks, to push boundaries, to collaborate, and go beyond the obvious.

For **the wider creative community**, we seek to be a home to the largest cluster of creative enterprises in London, a mutually-supportive community ranging from start-ups to established creative businesses, where the best people, ideas and organisations can thrive.

Role and responsibilities

Visitor Experience

- To assist in leading the team to ensure the highest standards of visitor engagement and a warm and friendly welcome.
- To support the organisations objectives and departmental KPI's.
- To deal with customer complaints and feedback and have the ability to manage challenging conversations to ensure a mutually beneficial solution.
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
- To share your knowledge and enthusiasm about Somerset House and its programme to all our visitors.
- To ensure that all areas of the site are well presented and maintained.
- To be an efficient self-starter who is able to take responsibility and exercise initiative, when appropriate, whilst also enjoying being a team member.
- To make recommendations to operating standards and implementing improvements in conjunction with the Visitor Experience Management Team.
- To produce any necessary visitor related signage and ensure signage guidelines are maintained across site.

Duty Management

- To provide clear and consistent leadership to the team, leading by example from the front.
- To manage, whilst on shift a team of Visitor Experience Assistants ensuring the highest level of visitor experience by leading and motivating with a positive and creative attitude.
- To gather and share pertinent information for effective daily briefings to Visitor Experience Assistants.
- To assist in the creation and delivery of training and ensure on-going refresher training takes place with all visitor experience assistants.
- To support the recruitment of Visitor Experience Assistant.
- To maximise income and minimise expenditure wherever possible.
- To assist the Visitor Experience Managers in regular team and 1:1 staff meetings including performance reviews and appraisals where appropriate.

- To monitor team rosters, performing regular checks to ensure that any staffing or operational issues are resolved and dealt with efficiently and sympathetically.
- To ensure appropriate HR procedures are maintained.
- To work alongside the Visitor Experience Manager and HR department to resolve employee issues and complaints.
- Monitor and report back on volunteer performance to the Volunteer Programme Manager.
- To help foster a positive working environment for all and check in regularly to ensure employee satisfaction.

Operational planning and delivery

- To operationally deliver events and activities to the highest professional standards.
- Ensure effective working relationships between the Visitor Experience department and the wider Somerset House Trust teams.
- Liaising and working with onsite contractors including Security, Medics, Catering and Cleaning teams to ensure that the highest standards are maintained throughout. Dealing with any issues that may arise with the contractor/s and making recommendations for improvement of service.
- To have knowledge of working with ticketing systems, preferably Tessitura and have an understanding of ticketing and event requirements.
- Maintain robust and secure cash handling policies ensuring best practice at all times.

Health & Safety

- To ensure that Somerset House is safe and secure for all of our visitors, staff and residents supporting evacuations as required.
- To conduct regular refresher evacuation sessions throughout the year to ensure the Visitor Experience Assistants are confident and able to safely evacuate.
- To support the Visitor Experience Managers to ensure all Health & Safety and licensing policies and procedures are adhered to.
- Ensure all Security, Health and Safety incidents are dealt with promptly, and that incident reporting procedures are implemented, monitored and carried out.
- Undertake any other duties and responsibilities as may be necessary from time to time to fulfil the obligations of the role.

Person specification

- Experience of supervising a large and diverse team working in a customer service environment ideally gained in an arts or visitor focused environment.
- Knowledge of ticketing systems preferably Tessitura.
- Knowledge of Health and Safety regulations for both public and staff and experience of monitoring practices and leading in evacuation.
- A confident person who is used to working in a fast-paced environment
- IT literacy with demonstrable proficiency in MS Office.
- A commitment and a passion for ensuring an outstanding visitor experience to a diverse audience.
- An innovative approach to problem solving and ensuring strategic aims. Able to take responsibility, prioritise and make quick, informed operational decisions. Adapting to changing circumstances within a fast paced environment.

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- A strong communicator with evidence of excellent written, verbal and interpersonal skills.
- The ability to demonstrate and promote high standards with a professional manner and appearance.
- Experience of managing multiple priorities and prioritising tasks.