

JOB DESCRIPTION

TITLE:	Visitor Experience Team Leader
REPORTS TO:	Head of Services & Operations
CONTRACT:	Part time – 3 days per week (27 hours per week) 1,242 annualised hours
SALARY RANGE:	Grade 2c - £21,000 - £28,000

KEY RESPONSIBILITIES

You will lead and co-ordinate the day-to-day visitor operations within Dundee Science Centre and across 3rd party sites to ensure an environment that is engaging, secure and provides an excellent visitor experience.

You will be responsible for ensuring the smooth operation of Dundee Science Centre's programmes and services by managing and motivating team members to meet visitor expectations and standards of a major visitor attraction.

You will assist in achieving the strategic themes and purpose of Dundee Science Centre through a proactive and consistent attitude to the visitor experience. Primary objectives will be championing enhanced visitor engagement, ensuring that visitors have an enjoyable, safe, and inspiring experience.

You will be an advocate for Inclusion & Diversity, supporting our culture of inclusion for our team and audiences.

The post holder will have a positive, resourceful, and confident nature with the ability to work independently and play a key role across the organisation.

This post is available on a part-time basis. Hours of work will be flexible depending on the availability of the individual; and will include shifts over the weekend and evening work.

MAIN DUTIES

Operations:

- Responsible for opening the Centre and ensuring the readiness of facilities for visitors, activities, and events during advertised hours, in line with the approved procedures.
- Building positive relationships with visitors and to pro-actively manage all visitor experience. Build positive and proactive relations with colleagues in other departments
- Respond to service requests and decide on remedial action for customer complaints.

Line Management:

- Supervision of staff, responsible for planning and organising work and maintaining reasonable staffing levels to deliver the required service. This includes updating work schedules; reporting attendance; communicating targets and dealing with any issues as they arise.
- Oversee the induction of new staff members into the workplace in line with Dundee Science Centre Visitor Experience induction and probation processes with regular monitoring and evaluation.
- Maximising the Visitor Experience Assistants contribution and further their personal development, this includes performance reviews, absence management and general wellbeing
- Conduct training analysis and evaluate the training needs of the staff member
- Managing the informal stages of the capability policy where performance issues have been identified, to allow staff to perform effectively and achieve their potential. This includes giving regular feedback on performance and bringing concerns to the attention of the employee with the aim to resolve issues quickly and effectively as possible to allow the HR Manager to identify necessary improvement plans.
- Monitor and manage staff attendance and the informal stages of the attendance improvement process carrying out informal return to work discussions following absence, escalating to the HR Manager for formal action as required.
- Prioritise workloads in response to business needs within expected timescales.

Administration:

- Recording and monitoring visitor/user figures.
- Responding to enquiries, by person or telephone. Maintaining the security and integrity of the facilities.

Finance:

- Bank all monies taken from till sales and organise safe storage and uplift to bank.

Health & Safety:

- Assist in carrying out all safety procedures as needed and in accordance with established legal obligations and practices. Lead on the emergency evacuation procedures, as required, for the safety of all visitors, staff, and students.
- Maintain up to date First Aid certification, to meet the statutory requirements placed upon all public visitor attractions.
- Undertake risk assessments daily and evaluate what resource/staff is required.

Other

- Responsibility to keep own professional knowledge and skills up to date
- Any other duties deemed appropriate or required due to business needs.

KEY PERFORMANCE INDICATORS

Your role will be measured by the following KPI's:

1. 55% - Oversee and provide excellent visitor experience and engagement by ensuring that all process, procedures, and legislative policies are adhered to.
2. 10% - Responsible for managing and leading the delivery team
3. 15% - Adding value by working and engaging with staff across DSC and via social media to reach our customers
4. 10% - Be an ambassador for DSC and growing our culture of trust
5. 10% - Your development: with your line manager, identify and undertake training as necessary

PERSON SPECIFICATION

Qualifications, Experience and Skills

	ESSENTIAL	DESIRABLE
Educated to degree level or equivalent experience in a relevant subject area (operations, retail)	X	
Full, clean UK Driving License	X	
Experience in a customer service-related position	X	
Key holder responsibility	X	
Experience and evidence of successfully leading, inspiring, and managing a team	X	
Event Management	X	
Able to demonstrate efficient time and work-schedule management	X	
Successfully coordinating several projects and responsibilities concurrently	X	
Working in a Visitor Attraction setting		X

Personal Qualities

- Confident and comfortable working in a public facing environment, interacting with a variety of diverse audiences.
- Problem solver, quick thinker, able to make decisions.
- Approachable individual with excellent communication skills
- Ability to lead and work effectively in a team, as part of a large team, and individually.
- Excellent interpersonal and organisational skills.
- Knowledge and competence to use IT including MS Word, Excel, Access and Outlook, and ability to learn to use new ICT applications and equipment.
- Ability to work flexibly under pressure
- Motivation to work with colleagues to ensure quality assurance
- Enthusiastic, reliable, hard-working, and willing to 'muck in' when needed.

This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties, and it is recognised that jobs change and evolve over time. Therefore, this is not a contractual document, and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job.