

**University of Glasgow
Job Description**

Ref No. _____

Job Title	Visitor Experience Team Leader
School / RI / US Department	Museum and Art Gallery - The Hunterian
College / University Services Division	University Services
Reporting To	Visitor Experience Manager
Grade and Job Family	Operational Grade 4 (Indicative)

Job Purpose

The Visitor Experience Team Leader will lead and co-ordinate the day-to-day visitor operations within Hunterian venues to ensure an environment that is engaging, secure and provides an excellent visitor experience. They will have responsibility for the smooth operations of The Hunterian venues managing and motivating up to 30 team of Visitor Experience Assistants to meet public expectations and standards in a major visitor attraction, achieving the strategic themes and purpose of The Hunterian 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 and that of the security of the Collections.

Main Duties and Responsibilities

1. Responsible for assisting the Visitor Experience Manager in the planning and organising of work and maintaining reasonable staffing levels to deliver the required service. This includes updating work schedules; reporting attendance; communicating targets, appraisals and dealing with any issues as they arise.
2. Building positive relationships with visitors and to pro-actively manage all visitor experience. Build positive and proactive relations with colleagues in other departments within the University to offer a 4* visitor experience.
3. Assist in carrying out all safety procedures as needed and in accordance with established University 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, in order to meet the statutory requirements placed upon all public visitor attractions.
4. Oversee the induction of new staff members into the workplace in line with Hunterian Visitor Experience induction and probation processes with regular monitoring and evaluation to support the Visitor Experience Manager.
5. Supporting the Visitor Experience Manager in maximising the Visitor Experience Assistants contribution and further their personal development.
6. Managing the informal stages of the competency 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 Visitor Experience Manager to identify necessary improvement plans.
7. Monitor and manage staff attendance and the informal stages of the attendance improvement process, escalating to the Visitor Experience Manager for formal action as required.

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Knowledge, Qualifications, Skills and Experience

Knowledge/Qualifications

Essential:

- Either: Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary knowledge and skills in a similar role. OR Scottish Credit and Qualification Framework level 5 or 6 (national 5 or 6, Scottish Vocational Qualification Level 2 or 3) or equivalent, and experience of personal development in a similar role.
- Good working knowledge of work schedules, specifications and safe working practices within a museum focused environment.
- Knowledge of Health and Safety regulations relative to Risk Assessments
- ILM in Team Leading or demonstratable experience in a similar role

Desirable:

Skills

Essential:

- Ability to plan and schedule the workday, weeks and months ahead with the ability to respond to changing environments or customer needs.
- Ability to communicate clearly, clarifying requirements and responding to customers, staff members and contractors i.e. verbally, email and telephone.
- Excellent listening skills with the ability to relay information from management to your team accurately to ensure the correct message is received.
- Good people management skills, i.e. the ability to manage, motivate and lead a team; ability to delegate duties in line with demands arising.
- Effective planning, organising and prioritising i.e. work schedules, departmental training, rotas, events, O/T, workloads.
- Excellent time keeping and ability to adhere to operational timescales.
- Excellent Customer Care Skills with a commitment to providing a quality service.
- IT Skills including Microsoft Office packages (word, excel, outlook)
- Initiative and judgement to independently solve routine problems, which may occur in the course of duties with limited recourse to senior colleagues, i.e. customer complaints, competency issues, however with the ability to identify when to escalate as, required.
- Ability to deal professionally with challenging situations including difficult conversations to achieve satisfactory resolution.
- Ability to work as part of a team.
- A willingness to further develop knowledge and skills and undertake training for continuous professional development.
- Demonstrate a flexible approach to the role.
- First Aid Certificate

Experience

Essential:

- Ability to demonstrate the competencies required to undertake the duties associate with this level of post having acquired the necessary knowledge and skills in a similar role with qualifications above or necessary experience of personal development in a similar role.
- Experience in monitoring quality and operational standards.
- Experience of leading teams.

Desirable:

- Previous experience as Museum Team Leader in large complex organisation.

Assisting in the supervision of a Visitor Experience team of circa. 25 Visitor Experience30 Museum & Gallery Assistants deployed between the Hunterian Museum & Hunterian Art Gallery.

To ensure that all visitors are provided with a courteous welcome and the assistance they require, whilst ensuring the integrity and security of the museum collections and facilities during opening times.

Opening the museum to visitors during advertised hours, in line with the approved procedures.

Recording and monitoring visitor/user figures.

Responding to museum and tourism enquiries, by person or telephone.

Maintaining the security and integrity of the museum collections and facilities.

Assisting with museum special events and educational activities

Ensuring the readiness of facilities for museum bookings, activities and events.

Sale of tickets for temporary exhibitions, and for entry to the Mackintosh House.

Job Features

Planning and Organising

- On a day to day basis manage work schedules and rota for the team of Visitor Experience Assistants on a daily basis.
- Prioritise workloads in response to business needs within expected timescales.
- Plan own working time for the induction of new staff members; carrying out informal return to work discussions following absence and training of new staff members. . Responsible for training of staff and inductions.
- Managing informal stages of performance issues on day-to-day basis.

Decision Making

- Prioritise workload to achieve the best service with resources available, using initiative to delegate workloads, i.e. staff shortages, University events out of hours and assess where overtime may be required.
- Respond to service requests and decide on remedial action for customer complaints.
- Undertake risk assessments on a daily basis and evaluate what resource/staff is required.
Conduct training analysis and evaluate the training needs of the staff member.

Internal/External Relationships

- Internal customers
- Outside contractors e.g. Securitas, Constantine
- Staff – immediate and wider team
- Supervisory colleagues
- Visitor Experience Manager
- Business Support Team
- Department management team

Problem Solving

- First point of contact for Museum & Gallery Assistants, departments and building users to identify and resolve issues, queries and problems relating to the museum & art gallery.
- Resolve problems independently using initiative and training/experience i.e. dealing with challenging situations.
- Emergency response and risk assessments.
- Staff related issues including attendance, performance and interpersonal relationships on a day to day basis.

Other

- Have the commitment to delivering an excellent service to students, customers and visitors to the museum & art gallery.
- Have a good sense of professionalism and ability to lead by example. Have an understanding of the need for and support staff through change in the workplace.

Additional School/RI/College Information - In addition to the information listed above please provide any other information about your School/RI/College that may be of interest to applicants.