



Job Description

Job title: Assistant Visitor Services Manager

Department: Visitor Services (St. Michael's Mount)

Line management responsibilities: Visitor Services Supervisors, Car Park/Mainland Guides, Island Guides

Reports to: Visitor Services Manager

Pay and Benefits: £10 per hour for 1570 hours per annum (5 days a week during the season and 3 days a week winter season) plus 189 hours of paid holiday (total of 1,759 annualised hours).

Principal purpose of role	<ol style="list-style-type: none"> 1. To embody the St. Aubyn Estates Visions and Values setting an example for the rest of the Visitor Services Team. 2. Supervising the Visitor Services team on a daily basis ensuring an effective, professional and co-ordinated service is provided to colleagues and a welcoming, inspiring and engaging visit for our visitors. 3. Assist the Visitor Services Manager in managing the team, identify training needs and developing training solutions through 121's and appraisals. 4. Deputising for the Visitor Services Manager in their absence 5. Act as Duty Manager when required, ensuring the health, safety and wellbeing of all on site plus taking responsibility for the overall look and feel of the site to ensure standards are maintained to the highest level. 6. To lead on the organisation and administration of the team, co-ordinating HR paperwork and scheduling for the Visitor Services Team.
Area of responsibility/tasks	<u>People Management</u>

Co-ordinate regular full-team meetings and ensure effective communication channels within the department.

Assist the VSM in the recruitment, induction, training, monitoring of attendance and performance management of a largely seasonal team.

Work with the Visitor Services Supervisor to plan and manage the team rosters within set budgets.

Maintain accurate records such as annual leave, sickness and training.

Contribute to and regularly lead the daily briefing and ensure that communication is consistently high between the Guiding team and the wider organisation.

Acting as a point of contact for the Guiding team you will deal with enquiries and queries in the first instance and where practical and possible seek to resolve any issues.

Visitor service and customer care

Ensure an exceptional standard of visitor service, experience and customer care across the island and mainland.

Monitor the visitor journey and ensure effectiveness and standards.

Train and develop Island Guides to ensure their knowledge is of high level to anticipate and engage visitors' interest.

Lead by example and coach the team to provide a proactive, genuine style of engagement with our visitors to ensure they are confident and adept at sharing their knowledge with visitors.

Promote a culture of appropriate upselling and fundraising as part of excellent customer service.

Deal with general visitor service related compliments and complaints as requested by the VSM.

Apply the company policy to be accessible "for everyone" in all activities wherever possible. This of course also includes awareness of the Disability Discrimination Act.

Assist the VSM in ensure all signs, information leaflets and visitor areas are well presented, comply with St. Aubyn Estates/National Trust brand guidelines and are visitor focused.

To duty manage the island as required and in agreement with the VSM.

Using the appraisal system to identify training needs for the whole team / individual guides and propose training courses / methods to be carried out.

Events

Contribute to the creation and delivery of an innovative events programme to increase visitor numbers during the shoulder seasons, add value to the visitor experience and deliver required profits.

Provide support to other teams in the management of their events.

Finance

Effectively manage an assigned section of the departmental budget throughout the year to ensure effective use of resources.

Oversee admission procedures and cash handling within the department.

Pro-actively contribute to the development of opportunities to grow the visitor business.

Health and safety

Ensure all visitor services employees are aware of H&S, fire evacuation and emergency procedures, arranging training/drills as necessary.

Standards and Content

Assist with writing and preparing all content and delivery methods.

Ensure the team are delivering content and service to the standards set and seek to rectify any instances where this is not happening.

By leading from the front and setting an example you will help to cultivate a team that delivers exceptional customer service and consistently delivers quality content.

Lead the team in carrying out historical research about the building and artefacts for sharing with others and training.

Other

Build and maintain excellent relationships with stakeholders, both within St. Aubyn Estates, the National Trust and externally.

Actively participate in local tourism networks to exchange best practice, create value through collaborative working and sharing industry information.

Any other tasks which are reasonably requested, for the better performance of your duties or for the achievement of our vision

Person Specification

Role title: Assistant Visitor Services Manager

Evidence sources *AF* = application form | *IV* = interview | *Ref* = references **Section**

	Criteria	Essential	Desirable	Source
Education, and qualifications	Good general education	√		AF
Experience	Previous extensive supervising experience in a front of house role in a quality visitor attraction or similar environment	√		AF, IV, Ref
	A track record of delivering a high-quality visitor service in a fast paced, public facing environment	√		AF, IV, Ref
	Understanding of Health & Safety, fire and security standards as they affect a public venue	√		AF, IV, Ref
Technical skills and abilities	Ability to deliver excellent customer care	√		AF, IV, Ref
	Able to handle customer complaints with ease and authority	√		AF, IV
	Well organised with the ability to prioritise and co-ordinate tasks in order to meet deadlines while staying calm under pressure	√		AF, IV
	Able to assess situations, use discretion and judgement to find solutions to problems	√		AF, IV
	Calm and confident in dealing with emergency situations	√		AF, IV
	Enterprising and able to recommend opportunities for income generation	√		AF, IV
	Computer literate – knowledge of Windows-based applications, or ability and willingness to learn these skills	√		AF, IV
	First Aid qualification or willingness to be First Aid trained	√		AF, IV
	Knowledge of another European language (including British Sign Language)		√	AF, IV
	A commitment to flexible working, team spirit and personal development	√		AF, IV
Interpersonal skills and other characteristics	Excellent communicator to both groups and individuals with a passion to inspire other	√		AF, IV

	Collaborative approach and able to work effectively as a part of a team	√		AF, IV
	Excellent interpersonal skills with the ability to deal effectively and confidently at all levels	√		AF, IV
	Discreet with the ability to demonstrate tact and diplomacy with sensitive issues	√		AF, IV
	Honest	√		IV, Ref
	Considerate	√		IV, Ref
	Responsible	√		IV, Ref
	Resourceful	√		IV, Ref
	Energetic	√		IV, Ref
Motivation and commitment	An interest in and commitment to St. Aubyn Estates Vision and Values	√		AF, IV