

Sheffield Industrial Museums Trust

Head of Visitor and Corporate Services

JOB DESCRIPTION

Location	Kelham Island Museum is your main place of work. Travel will be required to other sites as required, and occasionally further afield.
Post title	Head of Visitor and Corporate Services
Annual salary	£30,000 per annum
Responsible to	Director
Responsible for	Visitor Engagement Supervisor, Visitor Engagement Team, Hospitality and Corporate Services Coordinator, General Assistants, Volunteers
Sites:	Kelham Island Museum, Abbeydale Industrial Hamlet, Shepherd Wheel
Hours of work	37 hours to include weekend and evening work as required

Length of contract: 2 years – fixed term contract

Main purpose of the job

- To develop, manage and promote the commercial opportunities, corporate hire and lettings of spaces in the Trust's sites (including events, weddings, lettings and partnerships)
- To ensure the provision of excellent visitor services and high quality visitor experiences across all sites
- To maximise the potential for income generation including retail, catering and other commercial opportunities across all sites
- To liaise with, and build quality relationships with delivery partners
- To be responsible for strategies, policies, operational procedures, H&S and compliance for all visitor facing and commercial functions
- To coordinate with other staff teams to contribute to SIMT's audience development, public events programming, education offer and marketing
- To work with the wider team to ensure the buildings, collections, staff and visitors are well cared for

Specific duties and responsibilities

Visitor services and the visitor experience

- To lead and co-ordinate visitor services and day to day operations across all sites, ensuring the museum's sites are operationally fit for purpose
- To ensure excellent standards of customer care across the sites, and to develop and deliver improvements to the visitor offer
- To manage the visitor services team, including managing rotas, staff development, training, monitoring performance, recruitment, etc.
- To ensure the visitor services team understand their roles and fulfil the requirements of the role (admissions desk, gift aid, retail, café at AIH, security, stock check, telephone reception, cleaning, etc.)

- To lead on data collection and monitoring for commercial analysis, audience development, monitoring performance (visitor numbers, shop sales, surveys, etc.)
- To review and maintain policies and procedures for operational, commercial and visitor services activities
- Be lead contact for all visitor experience operational services and supplies (security and alarms, waste disposal, etc.)
- Manage control of keys, monies, fire and security systems
- To work with the volunteer co-ordinator to ensure volunteers are fully supported and complement the visitor services offer
- To review and develop visitor services' policies and procedures, systems and records
- To ensure the sites are a safe and clean environment for visitors and staff
- Supervision of contractors and service providers on site
- Liaise with technical team regarding buildings maintenance, fault reporting and repairs

Retail and the Abbeydale Industrial Hamlet cafe

- To manage and develop the café and retail offer at Abbeydale Industrial Hamlet
- To manage and develop the retail offer at Kelham Island Museum
- Control of stock, stock levels, storage, till systems, monies, etc.

Commercial, corporate and business development

- To lead the hospitality and corporate services team in delivering and developing commercial events, corporate lettings, private hires and weddings
- To develop, promote and manage corporate events and hires
- To build positive relationships with clients and suppliers
- To ensure the excellent provision of services for commercial, corporate, private hires and weddings
- To manage and support the H&CSC in rostering and supervising a team of General Assistants to staff and deliver across a range of events (including event setup and take down, reception drinks, stewarding and staffing events)
- Be responsible for contracts with clients and external suppliers
- In conjunction with colleagues, develop opportunities for public events and enterprise activities to generate income
- To be responsible for compliance with the premises licences and be Designated Premises Supervisor
- Work as duty manager when required
- To act as main point of contact for franchisee for the Island café and Millowner's Arms at Kelham Island Museum

Finance and budgets

- Manage budgets and report on the financial position and operations to the director on a regular basis, ensuring available resources are maximised and efficiently utilised.
- To lead all commercial activity, retail and catering offers so as to generate increased net profits, whilst balancing income generation with the quality of the visitor experience.
- Budgets and profit markings contracts with clients and suppliers

Security, compliance and health and safety

- To be responsible for reviewing, implementing and monitoring all aspects of health and safety, first aid, licencing, security, risk assessments and emergency procedures for all sites and events.
- To ensure operations and events across all sites are compliance with relevant legislation and health and safety policies.
- To develop and contribute to Emergency Plans relevant to the responsibilities of this post
- To be responsible for the provision, monitoring and checking of First Aid equipment and staff training

Other

- To represent the visitor experience and visitor services in strategic and business planning and to the board of trustees
- Provide regular reports on operational matters and visitor services to the director and board of trustees
- Be an active member of the Senior Leadership Team
- From time to time deputise for the Director as and when required

General duties and responsibilities for all SIMT staff:

- To be expected to work flexibly across the SIMT sites and there will be occasions when the post holder will work at other SIMT sites other than their normal location and outside their normal working hours.
- To attend meetings when requested across all SIMT sites and in other agreed locations as appropriate to the post.
- To keep under review their own personal development needs and maintain an awareness of current issues in their area of work
- To be expected to undertake training as required
- To actively participate in any appraisal scheme used by SIMT
- Where appropriate will work with computers and IT systems to increase productivity and quality of service to visitors and staff
- To uphold SIMT's equal opportunities policy
- To safeguard the Health and Safety of all persons and premises under their control in accordance with the guidance and provisions of Health and Safety legislation and SIMT procedures and practice.

Other duties:

This job description indicated the main areas of activity for this post. From time to time, however, other tasks/ duties may be required. Any changes of a permanent nature will (following consultation with the post holder) be included in the formal issue of a revised job description to the post holder.

Closing date: 5.00pm, Monday 13th April 2020

Interviews are planned for the week of the 27th April 2020

To apply, please send your CV and covering letter stating how your skills, knowledge and expertise fulfil the job description and meet the personal specification, and a completed equal opportunities monitoring form (available via the website www.simt.co.uk) to recruitment@simt.co.uk

Person Specification – experience and skills

Essential

Experience

- Demonstrable experience of managing events and hospitality activity and / or visitor services in a heritage context
- Demonstrable excellent planning, organisational and problem solving skills
- Proven experience of working as part of a team to deliver excellent events and customer service
- Demonstrable experience of operational management in a customer focused environment
- Proven experience of working with budgets and understanding of cost control, profit margins, etc.
- Understanding of health & safety, risk management, legislative compliance and licencing within a similar context

Skills

- Confident and professional approach when dealing with clients, suppliers and colleagues
- Excellent interpersonal skills including the ability to communicate effectively both written and verbally to a range of people and to ensure others are well briefed
- Drive, motivation and enthusiasm for creating quality services to clients
- Attention to detail with accurate and excellent administration skills
- Ability to work flexibly with patience and a 'can do' attitude
- Ability to work well under pressure and manage and prioritise workload
- Fully computer literate, proficiency in Microsoft Office – Word and Excel
- Creative streak to make the venues stand out to clients

Desirable

Experience

- Understanding of facilities management in a heritage and museum environment
- Experience of responsibility for income generation through retail and catering functions in museums or visitor attractions including demonstrable experience of initiating entrepreneurial projects to generate income within a cultural setting
- Experience of managing large budgets
- Proven ability to build working relationships internally and externally including experience managing external contracts / franchises
- Up to date knowledge of wedding trends / corporate hire trends
- Experience of working in visitor services and heritage environments
- Experience of bar, catering and hospitality industries
- Be a personal licence holder or be prepared to be trained to hold a personal licence

Skills

- Ability to work flexibly within and across teams, and to develop a team culture across the organisation
- Creative and analytical skills for evaluating opportunities, problem solving and planning