



## Visitor Experience Supervisor Job Description



**Salary:** £13.00 per hour, with an out-of-hours call out payment as required.

**Hours of work:**

The post is 1,670 hours per annum including weekends on a rota basis and occasional evenings, as required. Holiday entitlement is 30 days per annum pro rata.

This is a seasonal role and hours per week will vary between high and low season.

**Job Purpose**

The post holder will be part of a team acting as the public face of Kilmartin Museum, providing a warm, friendly welcome to all visitors. The Visitor Experience team will provide information about the Museum and Kilmartin Glen's archaeology, take bookings, sell tickets and retail merchandise, ensuring that each visitor has an enjoyable and memorable visit. They will contribute to achieving the Museum's self-generated income targets.

The Visitor Experience Supervisor will report to the Operations Manager.

**Tasks**

- Providing a friendly, knowledgeable welcome for all visitors to the Museum at the reception point
- Responding to telephone and email enquiries
- Provision of high quality, up-to-date information about the Museum and its services, Kilmartin Glen's archaeology and other local information
- Operating and actively promoting ticket sales, Gift Aid and bookings to the museum and events
- Operating onsite and e-selling sales of the KM retail offering
- Assisting with stock purchase and stock control
- Manage all aspects of the public areas of the Museum site including parking areas, ensuring they are maintained to an acceptable standard and issues are resolved promptly and with minimal impact on visitors and staff
- General ongoing operational cleaning of all areas as necessary, toilet cleaning, emptying waste bins and as appropriate vacuum cleaning, mopping, sweeping, dusting and polishing where required
- Managing physical security of the artefact collections and the Museum building
- Following emergency contact procedures to manage operational issues
- Occasional out of hours alarm callout duties
- Operation of the front of house 'archaeological finds identification' service
- Assisting with marketing of the museum including social media
- Working towards and achieving weekly targets
- Responsible for producing monthly rotas and ensuring that staffing is managed within budget
- Adhering to all financial procedures
- Adhering to the dress code
- Any other relevant tasks according to business need.

## **Person Specification**

### **Essential Requirements**

- Demonstrable experience of delivering excellent customer service
- Proven record of excellent IT skills including Microsoft Office and email systems
- The ability to offer first class customer service to visitors and service users
- Interest in local archaeology and Kilmartin Museum
- Excellent verbal communication skills and good telephone manner
- Excellent written communication skills
- Good numeracy skills
- Experience of buying and displaying stock in a heritage attraction shop
- Cash-handling experience
- Ability to prioritise multiple tasks and work flexibly to manage time effectively and meet deadlines
- Ability to deal with confidential matters discreetly and reliably.

### **Desirable Requirements**

- Demonstrable experience in a similar role
- Retail experience
- Interest in books and artist-made products
- Experience of social media
- Experience of working with volunteers
- Current and valid driver's licence.