

JOB DESCRIPTION: Front of House Supervisor

Part-time: 2.5 days per week including Saturday.

Responsible to: Programme and Operations Manager

Relationships with:

Director, Front of House Supervisors, Geology Curator, Learning Officer, Museum volunteers and Museum Cleaner.

Role

Delivering excellent customer service and providing a warm friendly welcome to the museum, this role covers a range of customer facing and supervisory duties.

It includes the safe operation of the museum, opening and closing on a daily basis, operating the security and fire alarms, as well as being a weekend Duty Manager. Greeting visitors, managing visitor flow, dealing with enquiries and providing information about museum activities and events. Supervising and supporting the volunteer team and ensuring they deliver excellent customer service. To be responsible for cash handling, including cashing up at the end of the day and retail duties such as replenishing displays and ordering stock.

KEY TASKS & RESPONSIBILITIES

Front of House

- To work on the Museum's reception desk, welcoming visitors and providing information about the museum's displays, events and activities and delivering high quality customer service.
- To operate and supervise the tills and card payment machines and supervise their use by volunteers.
- To handle cash and 'cash up' at the end of the day following the museum's financial procedures and ensuring accurate records are kept.
- To supervise, train and support the museum's Front of House team of volunteers and ensure they deliver excellent customer service for all our visitors.

- To monitor and maintain the museum's volunteer rota and contact database (Three Rings) and ensure shifts are covered and the rota is kept up to date.
- To be the first port of call for museum enquiries including in person, by email and by phone and to respond or refer these enquiries in a timely way.
- To be responsible for managing and monitoring the museum's general enquiry and walk email mailboxes, checking them on a regular basis throughout the day and responding quickly, politely and effectively.
- To manage and maintain the museum's Fossil Walk booking system, ensuring details of bookings are accurate and up to date and responding to any queries and questions.
- To monitor the museum's website and check opening details, event bookings and other details are correct and kept up to date.
- To answer school walk enquiries, assisting with bookings and visits when required.
- To carry out museum surveys and assist with visitor evaluation when necessary.

Retail

- To ensure the shop displays are well stocked, clean and attractive at all times.
- To monitor and maintain stock levels and place orders with our approved suppliers when necessary to ensure stock levels are well managed.
- To receive retail orders, check against delivery notes and accurately record deliveries in Stockade (EPOS management system).
- To assist with regular stock takes and ensure accurate records are kept in Stockade (EPOS management system).
- To monitor and maintain Stockade (EPOS database) resolve issues, update prices, print labels and update till buttons when required.

Facilities and Buildings Management

- To be a responsible key holder, opening and closing the museum when on duty and being responsible for the safety and security of the building, people and collections.
- To successfully operate the museum's fire and security alarm systems.
- To understanding and implement the museum's policies and plans, particularly front of house Health and Safety and Security policy.

- To carry out some general housekeeping duties ensuring all areas of the museum and its immediate environs are presented to a high standard. This includes some light cleaning such as dusting window sills, shelves, hand rails and displays, occasionally sweeping and/or mopping up spillages, clearing up litter from outside the museum, replenishing soap dispensers and paper toilet supplies, putting out rubbish and recycling for collection.
- To be responsible for opening the building and supervising events/meetings that may take place outside the museum's normal opening hours.

This job description is a guide only. The Visitor Services Supervisor may be required to carry out such other reasonable and additional tasks and duties as the Director and Programme Operations Manager may direct.

It will be necessary for meetings to be held with other members of staff at times other than the weekend. Meeting times will be agreed in advance and attendance at these meetings will be paid at the standard rate in addition to contracted hours.