



<i>Title</i>	Visitor Operations Manager
<i>Hours</i>	Full time (37hrs per week) Tuesday to Saturday
<i>Report to</i>	Head of Operations
<i>Salary</i>	£20,000 per annum
<i>Responsible for</i>	Visitor Operations Supervisor, Visitor Operations Assistants
<i>About The Bishop's Palace</i>	<p>As a charitable organisation our aim is to protect The Bishop's Palace by ensuring financial stability through engaging a wide range of people for their enjoyment and learning.</p> <p>Our Purpose To conserve The Bishop's Palace for future generations; welcoming all who seek a place of beauty, reflection and enjoyment.</p> <p>Our Vision The Bishop's Palace is a site of national importance, an essential part of its community now and for the next hundred years; loved, cherished and enjoyed by all.</p> <p>What we value</p> <ul style="list-style-type: none"> • Our unique site and heritage • Our local community, supporters and visitors • The spiritual nature of the site • Our relationship with the Bishops and their ministry • Our warm, hospitable and engaging welcome • The quality of our offer • Our staff and volunteers • Our environmental impact
<i>Purpose of role</i>	As an ambassador for The Bishop's Palace you will increase visitor numbers, ticket sales, membership and event sales and by so doing, improve organisational profitability. You will lead the Visitor Operations Team by example, delivering outstanding customer service. You will be highly visible in the "free" area of the Palace and on the shop floor; you will remain approachable and willing to help from the start of someone's visit to the moment they leave. You will work closely with the Public Events and Exhibitions Manager to deliver outstanding events that keep our visitors returning to the Palace time and again. As Duty Manager, you will contribute to the smooth running of the Palace and gardens and its presentation to the public and to the highest of standards.
<i>Key tasks</i>	<p>Engaging with visitors</p> <ul style="list-style-type: none"> • Ensure the site is opened and closed in accordance with procedures and monitor the security of the building during all opening hours throughout the year • Act as Duty Manager ensuring an exemplary standard of property presentation and visitor care

- Maintain appropriate front of house staffing levels at all times
- Inspire a diverse audience of all ages and convert them to paid visitors to explore the Palace and Gardens
- As required, work on Bank Holidays and weekends and assist at special events
- Lead a daily briefing meeting and be aware of what is happening at the Palace on that day
- Prepare the daily briefing sheet for the following day and complete the Duty Management Report
- Ensure that all customers receive excellent customer care by remaining knowledgeable of all the activities within the Palace and grounds
- React to all queries in a positive manner and ensure that the relevant department is informed of any complaints
- Promote Gift Aid on Entry, Donations, Membership and Retail to secure income and ensure the long-term future of The Bishop's Palace
- Help to manage and plan the activities of Visitor Services Volunteers throughout the day, ensuring that the key positions within The Bishop's Palace are staffed

Events

- Assist with the delivery of The Bishop's Palace events programme in collaboration with the Public Events and Exhibitions Manager
- Lead on the delivery of specific events as discussed with the Head of Operations and Public Events and Exhibitions Manager, such as outdoor theatre and film
- Ensure that you and the team have all necessary information for up coming events to facilitate smooth delivery as well as the promotion of these events

Cash handling and procedures

- Open, close and cash up in the shop as required
- Record all admissions and sales accurately on the till to ensure the effective reporting of results
- Adhere to all safety and security procedures relating to cash handling, resolving any discrepancies or irregularities that may occur
- Participate in stock takes as required
- Ensure shop displays are kept full and up to date
- Ensure signs and banners are displayed during opening hours and leaflet racks are stocked daily

Maintenance and cleaning

- Take responsibility for the presentation of the Free Area at the Palace so that it is presented to the highest possible standards at all times
- Ensure the public areas of the site, particularly toilets, are checked as required throughout the day particularly during peak season and take action as necessary
- Carry out tasks necessary for the wellbeing and appearance of the site, such as keeping the site free of debris and litter
- Ensure that the Shop Store area is kept clean, tidy and organised at all times

Health and Safety

- Adhere to Health and Safety regulations set out by The Palace Trust and in accordance with its statutory regulations
- Deal with emergencies and first aid incidents, acting as a First Aider and/or Fire Marshall

	<ul style="list-style-type: none"> • Maintain an awareness of relevant health and safety procedures • Help visitors to enjoy the Palace safely <p>General</p> <ul style="list-style-type: none"> • Undertake such other duties and responsibilities that are commensurate with the level of the post • Attend training and workshop days relevant to the role • Develop knowledge of the Palace and gardens as a whole
<i>What you can expect from The Palace Trust</i>	<ul style="list-style-type: none"> • Training and development to undertake the role • Support from The Palace Trust's staff team • The option to enrol onto our pension scheme • 25 days annual leave per year
<i>Key internal contacts</i>	Head of Operations Visitor Operations Supervisor Visitor Operations Assistants Public Events and Exhibitions Manager The Palace Administrator

Person specification

Knowledge and Experience	<p>Essential</p> <ul style="list-style-type: none"> • A proven track record in sales that meets and exceeds targets • Line Management experience 	<p>Desirable</p> <ul style="list-style-type: none"> • Educated to degree level • Experience of working in the heritage sector or a tourist attraction • Experience of managing volunteers
Skills and abilities	<ul style="list-style-type: none"> • Excellent team player • Results driven, with experience of working to measurable targets • Outstanding communications skills • Customer focused approach • Ability to remain calm under pressure, particularly during peak times and busy holiday periods 	
Personal Attributes	<ul style="list-style-type: none"> • Able to work on your feet all day and work outside in all weather • A proven self-motivator • Positive 'can do' attitude • Flexible and adaptable • Approachable and friendly 	

How to Apply

Please send completed application forms to Recruitment@bathwells.anglican.org or post to: Human Resources, C/O The Old Deanery, St Andrews Street, Wells, Somerset, BA5 2UG by 6th February 2018.

Process

The closing date for applications is on Tuesday 6th February 2018. Selected candidates will be invited to interview on 15th February 2018.