

Job Profile

Visitor Experience Team Leader 2017

Grade: E

Date created: 13th March 2017

About the Job:

This role leads on all operational aspects of the Visitor Experience Team. A hands-on role that is focussed on delivery of activity and maintaining the services across the portfolio of venues to a high level, in both the physical building condition and also the customer experience delivered.

A high level of technical and professional competence needs to be maintained in relation to the functions of the Visitor Experience team and this role provides direction, advice, guidance and support to team members in the delivery of services.

To support the Visitor Experience Manager and to deputise from time to time.

To manage a personal workload appropriate to the skills and abilities of the post holder as determined by their line manager.

This is what we need you to do...

- Manage, motivate and support the Visitor Experience Team and coordinate the delivery of their work, providing guidance and direction ensuring that productivity and customer satisfaction remains of a high standard and the service remains resilient and able to meet demand.
- Lead on operational delivery across the portfolio, working to a rota and ensuring opening times, events and activities are all delivered in a professional manner, on time and to budget.
- Be an ambassador of Gloucester who values and champions heritage and culture.
- Work in conjunction with the Cultural Development Team to deliver an annual culture programme, supporting continuous improvements in the visitor experience.
- Coordinate staffing resource across all premises, ensuring that venues are health and safety compliant, fit for purpose, secure and to be accountable for the management of the City's venues.
- Promote a service that understands and recognises the diversity of its customers, providing exceptional service, dealing with potentially difficult or challenging situations professionally.
- To act on behalf of the licensee to ensure that licensed activities are carried out appropriately and GCC can maintain it's premises license compliance.
- Develop and implement service plans that contribute to the council's corporate plan priorities in accordance with the requirements of the Visitor Experience Manager and deputise in their absence
- Maintain and develop constructive relationships; generate effective engagement and clear communication creating a collaborative working environment that drives performance and continuous service development.
- Support the service manager in pursuing options for income generation and business growth, ensuring that quality, customer focused and value for money decisions are made.
- Work collaboratively with managers and officers to identify and address any gaps in skills, knowledge and expertise within the team and inform service and workforce development plan.
- Take on any other additional duties as reasonably required within Gloucester City Council.

Special Conditions

- This post is subject to an annualised hours contract.
- This post is subject to a rota covering evenings and weekends.

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of supervising a customer facing team within a visitor attraction or cultural venue
- Demonstrable track record of results delivery in a customer facing environment
- Successful implementation of training and development plans
- Experience of successfully leading on projects which have reflected in positive change.
- Experience of managing budgets.
- Experience of coping well under pressure and dealing with difficult situations.
- Event management.
- Experience managing historic buildings for commercial activities.

Knowledge, Skills and Understanding

- Ability to oversee the work of others, providing advice, guidance, training and support.
- Ability to work effectively as part of a team and be flexible and adaptable to changing priorities.
- Ability to present complex information and reports in a concise and clear manner either orally or in writing.
- Negotiation and engagement skills and ability to develop positive relationships with Members and stakeholders.
- Ability to confidently make decisions, communicating them clearly, whilst often working under conflicting pressures
- Ability to work the changing technology and embrace change and digital transformation.
- Planning, analysis and implementation skills
- Understanding of premises license conditions and implementation.
- Thorough H&S knowledge and understanding of risk

Behavioural attributes

- **Efficiency and Value For Money:** Taking ownership of your work you will work flexibly to provide great services to meet personal, organisational and customer expectations.
- **Forward thinking with Innovation:** Being creative and using your initiative you actively seek to improve services and processes.
- **Making Residents Lives Better:** Delivering good customer services by listening and raising awareness of what we do.
- **Passionate about the City:** Being loyal to Gloucester you take pride in the quality of your work and understand how it improves the reputation and quality of our city.
- **Working Together to make it Happen:** As a team worker you communicate effectively and pursue a 'can-do' attitude in being flexible to deliver quality services.

Expected to perform at level 2 of Gloucester City Council's Employee Behaviours Framework

Education & Qualifications Essential

- Graduate level qualification or equivalent in experience.

Desirable

- Relevant professional qualification
- Personal License Holder
- IOSH qualification

management plans and implementation.