

**Job Description**

# Assistant Visitor Experience Manager (Perth Concert Hall & Perth Theatre)

## Purpose of Role

Perth Concert Hall and Perth Theatre welcome visitors from all walks of life to a wide range of events.

As Assistant Visitor Experience Manager, you will be passionate about exceptional customer service and create a welcoming atmosphere that leaves our visitors eager to return whether attending shows, workshops, conferences, our new café and bars, or just meeting friends.

You will have commercial experience and will maximise existing income streams, generate new income opportunities and use your experience and imagination to implement change.

Between our two buildings, you will be responsible for a large team of visitor services staff, operate a busy day-time café together with a demanding bar operation, whilst ensuring the safety and wellbeing of audiences in all our public spaces.

You will be on the front line, managing the visitor journey at all stages throughout our buildings whilst increasing income and profitability from our services.

Our buildings are bustling with activity, as our annual numbers show:

* 500 performances
* 140,000 cultural attendances
* 165 conference events
* 22,000 delegate and event attendees
* 19,000 participations in our Learning & Engagement programme

## Organisational relationships

Line Manager: Visitor Experience Manager

Key Internal Relationships: Head of Event & Commercial Development,

 Finance & Administration, Marketing

Key External Relationship: Promoters, Customers, Tour managers, Conference Organisers,

 Suppliers

## Duties & Responsibilities Management

* Assisting with the effective management and development of the Visitor Services Team, including recruitment, induction, supervision, appraisal, and ongoing training and development
* Undertake Duty Management shifts, leading the team in hands-on operational delivery, with a focus on delivering major events
* Assisting with all income reporting and banking, and ensure all financial records are maintained in line with financial procedures
* Assisting with the management of bars and catering stock control i.e., purchasing, delivery, transfer and wastage
* Contributing to maximising income generation through innovative ideas and engagement with our visitors
* Adhere to budgets and meet financial targets
* Attend and potentially hold regular staff meetings

## Customer Service

* Deliver a passionate first-class customer service to all visitors, customers, audiences, and learning & engagement participants, leaving them with a memorable and positive experience.
* Create a welcoming atmosphere, accessible to all.
* Effectively manage audiences in all our public spaces, with key responsibility for their safety.
* Develop strategies for improving the visitor journey with a holistic approach.
* Assist in the delivery of training on customer service, complaint handling and accessibility.
* Show a proactive approach to promoting the principles of equality and diversity.
* Assist with for the delivery of customer access services, ensuring staff are trained to provide exceptional customer experience to those with additional access needs e.g., touch tours, British Sign Language, wheelchair access, induction loop and audio description.
* Health and Safety, Environmental Health, Licensing
* Ensure that all Front of House procedures conform with statutory requirements and our own internal requirements with regards to health and safety, hygiene, environmental health, and licensing regulations.
* Be responsible for ensuring that appropriate hygiene standards are maintained through Front of House, bars, and catering areas.
* Following training be responsible for risk assessments for events involving Front of House operations, ensuring the safety of visitors and staff.
* In the Manager’s absence, assess and organise appropriate Front of House requirements for First Aid cover and additional security, liaising with event bookers (Programmers, Conference & Events Team, Promoters) regarding allocation of costs.

## Responsibilities of all staff

* Contribute to an enthusiastic, positive work climate within the organisation.
* Be aware of the work of other departments in the achievement of Horsecross aims.
* Take an active part in communicating and co-operating with other staff and departments.
* Follow all Horsecross guidelines, procedures and policies in relation to financial management and HR records.
* Work in accordance with Horsecross Equality & Diversity Policy.
* Be aware of and comply with rules and legislation pertaining to Health & Safety at Work
* Take an active part in achieving high standards of customer and client care.
* Support green and sustainable initiatives.
* Be GDPR compliant
* Undertake other duties as may be reasonably required by the organisation.

# Person Specification

You will bring strong leadership skills and a hands-on approach, be passionate about delivering first-class customer service and have the get-up-and-go to drive profit. You will thrive in a busy environment, with multiple events a day across two sites keeping you busy and often away from a desk. You will embrace the different reasons that visitors come to us – for gigs, shows, learning, workshops, conferences, dinners, or just a coffee – offering each and every one an exemplary experience.

Your previous experience could be from a variety of industries, such as a visitor attraction, hospitality, a sporting venue, festival management and, of course, the arts.

## Essential

* Experience in managing and leading a team in a hospitality or customer facing role
* Management experience of running a busy bar and / or catering operation
* Strong management and team leadership skills, with the ability to motivate, attract, retain, and develop a strong team.
* Excellent interpersonal and communication skills in all situations with visitors, staff, and clients.
* Ability to think positively and problem solve under pressure whilst remaining calm.
* Holder of a Personal License under the Licensing (Scotland) Act 2005.
* Computer literate with knowledge of Windows-based applications.
* Excellent customer care skills and a strong understanding of customers' needs.
* Budgetary and cash handling experience.
* Understanding of and commitment to equality, diversity and inclusion.
* Willing to be innovative in implementing new systems and processes.

## Desirable

* Knowledge of or interest in the arts
* Relevant Qualifications in Catering/Hospitality/ Business Management
* First Aid Certificate
* Marketing and promotional experience
* Level 2 Food Hygiene Certificate
* Knowledge of F&S specific software systems to manage stock control and profit.

***Due to the nature of the job, the successful candidate will be required to undergo a Basic Disclosure Scotland check prior to appointment.***

# Summary of Terms & Conditions:

**Salary -** Annual Salary is **£23,000 - £24,000**

You will be paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable.

## Hours of Work:

Annualised hours of 39 per week (2,028 per annum) Evening and weekend work will be required.

## Annual Leave

Leave entitlement is 30 days (rising by 2 days after 3 years’ service plus an additional 3 days after 5 years’ service) including 10 days Public Holidays (2 fixed – Christmas Day, New Year’s Day)

## Pension

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

**Probation:** This role is subject to 6 months’ probation

## Notice

During probation notice will be 1 week, and subsequent to the successful completion of probation, notice shall be 3 months.