



# JOB DESCRIPTION.

<b>JOB TITLE</b>	<b>Visitor Welcome Manager</b>
<b>REPORTS TO</b>	<b>Visitor Experience Managers</b>
<b>RESPONSIBLE FOR</b>	<b>Visitor Welcome Team Members</b>
<b>DEPARTMENT</b>	<b>Visitor Experience</b>

---

## **BACKGROUND**

The Visitor Experience (VE) department at Shakespeare's Globe is responsible for providing a memorable and enjoyable experience for all visitors, combining operational excellence and efficiency with effective, engaging and consistent delivery of the Globe's cause. The department encompasses the Security, Tour, Management (site and Theatre/ Performances) and Volunteer Management teams.

The Visitor Welcome team have responsibility for public areas and are, for many, the first point of contact with Shakespeare's Globe. The team is committed to providing all visitors to our unique spaces with a warm welcome; developing their curiosity and enhancing their theatrical experience whilst encouraging them to engage with Shakespeare, his contemporaries and modern theatre. They are expected to support other teams across the Globe campus to ensure the site is safe, well presented and operates at its full potential at all times.

The tour programme is constantly evolving and the Welcome team will be expected to have a sound working knowledge of all products to be able to up-sell and actively promote these in a tailored, individualised way to visitors. In addition, the team is responsible for the safe, operational delivery of theatrical performances and other events across the site.

## **PURPOSE OF JOB**

- Lead, manage, motivate and inspire the Visitor Welcome Team, and wider VE team, including Volunteer Stewards, to attain world class service levels through effective duty management.
- Manage the daily operation, on a rota basis, of the Globe site (The Globe Theatre, the Sam Wanamaker Playhouse, and Sackler Education Centre) including the management of theatrical performances, special events, visits and tours.

## **PRINCIPAL RESPONSIBILITIES**

### **Duty Management**

- Undertake pre-opening and continuous checks around the Globe campus, including off site, liaising with all stakeholders to ensure the highest standards of safety and presentation.
- Be responsible for the presentation of the site including promoting and responding to the Quality Standards document and reporting all faults and maintenance issues to the Building Operations Department.
- Be responsible for, and ensure adherence to, all current Health and Safety guidelines including Evacuation Procedures, Quality Standards and the provision of First Aid reporting incidences and near misses, as required.
- Lead on key aspects of the Globe's health and safety, emergency and business continuity procedures.

- Liaise with Box Office, Theatre and Stage Management regarding operational aspects of performances and ticket sales.
- As a part of the VE management team ensure that regular and constructive communication is maintained across the wider team.
- Act as the central point of contact for all teams providing services, events and visitor-facing activity across the site, and work collaboratively to ensure that the overall visitor experience is well managed.
- Deliver regular briefings to the team.
- Ensure that all team members are trained and compliant.
- Provide detailed show and end of day reports.
- Have venue responsibility for theatre visitors and act as a customer contact during performances, dealing with enquiries as they arise.
- Ensure that visitor information is correctly displayed in all public areas, and that all communication material is stock and well-presented.
- Represent the Globe during Corporate Events within the site, by means of Duty management responsibilities and liaison with Event planners and Operations, sub-contractors and facilities.
- Ensure a seamless, well presented transition of the Globe site space(s).
- Compile the daily and monthly rotas for the Welcome Team and ensure that all essential positions are staffed, taking appropriate action to address staffing shortages.
- Undertake payroll processing and checking procedures, as directed by the VE Managers, ensuring all payroll documents are accurate and submitted within deadlines to the HR team.
- Be responsible for daily cash handling, float management and banking, including accurate record keeping.

### **Leadership**

- Lead the operational aspects of the Visitor Welcome, Guide and Volunteer team across the site on a day to day; being responsible for the outputs of the on-duty team and ensuring adherence to departmental standards and objectives at all times as instructed.
- Provide ongoing performance management for a team of Visitor Welcome Team Members including carrying out performance reviews.
- Model how to achieve the Globe's standards of service, welcome, engagement and up-selling culture for all VE team members.
- Lead and participate in recruitment and selection activities.
- Support the recruitment, training, coaching and ongoing development of all Welcome Team members and Guides.
- Ensure that all team members are attaining the required levels of presentation, time-keeping, attitude and behaviour at all times. Report any issues and feedback to the VE Managers, working together to decide on actions required.
- Any other management tasks as become necessary.

### **PERSON SPECIFICATION**

#### **Essential**

- Proven experience of managing, leading and motivating a complex, multi-site team, ideally in a busy visitor-based environment.
- Proven experience of working large-scale events.
- Proven experience of working effectively as part of a team.
- Excellent administration skills, with good attention to detail.
- Sound IT skills, with a working knowledge of MS Office.
- A proactive, flexible and organised approach to work with the ability to work effectively in a busy environment.
- A customer service focused approach with the ability and desire to inspire this culture in others.
- Understanding of working with volunteers and within a Theatre environment.
- Excellent communication skills (including written) with the ability to deal effectively with a range of people at all levels and their requirements.
- Proven problem solving and decision making skills.
- Flexibility and adaptability with rota patterns.

## RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

### Full Time or Part Time / Permanent

[A full set of terms and conditions will be supplied with a contract of employment]

- Hours:** Full time 37.5 hours per week inclusive of paid breaks, worked across five days between Monday and Sunday including evening, weekend and bank holiday working. Part-time terms and conditions as agreed.
- Salary:** £28,000-£29,500 per annum, full-time equivalent.
- Holiday:** The annual holiday leave is 28 days per calendar year plus Bank Holidays
- Benefits:** Discount in the Globe shop and onsite restaurants/cafes; free entry to selected Education events and activities, access to our free employee assistance programme via phone line and website; Season ticket loans available; eye test scheme; SGT will auto-enrol eligible staff into a pension scheme, with required employer contributions.

**This job description is not a contract but is provided for an employee's guidance on the way in which the duties of the post are to be carried out. The content of the job description may change from time to time and the employee will be consulted over any substantial changes.**

**As a term of employment you may be required to perform work not specifically mentioned above commensurate with the scope of your role within Shakespeare Globe Trust.**