



JOB DESCRIPTION.

JOB TITLE	Deputy Visitor Operations Manager (Activities)
REPORTS TO	Visitor Operations Manager
DIRECT REPORTS	Assistant Visitor Operations Managers
RESPONSIBLE FOR	Visitor Operations Supervisors, Visitor Operations Assistants, Tour Guides, Volunteer Stewards
DEPARTMENT	Visitor & Audience Operations

BACKGROUND

We celebrate Shakespeare's transformative impact on the world by conducting a radical theatrical experiment. Inspired and informed by the unique historic playing conditions of two beautiful iconic theatres, our diverse programme of work harnesses the power of performance, cultivates intellectual curiosity and excites learning to make Shakespeare accessible for all.

The Visitor and Audience Operations department is made up of a large operational team encompassing the management and delivery of the tours, performance and event operations, and is responsible for a large volunteer team. It also supports the Retail function and wider Globe activities and provides Duty Management for the site. The team collaborate closely with other departments to bring the highest standards of audience experience in the delivery of all the Globe's work.

PURPOSE OF JOB

The Deputy Visitor Operations Manager (Activities) works with the wider Visitor Operations Management team to deliver the highest standards of audience experience in the delivery of site wide activity. Working closely with the Visitor Operations Managers, they underpin the day-to-day operations of the work of the team, provide management and leadership to the team, and ensure a proactive approach to health and safety is taken to the departments work. This role has a focus on all performances, events, tours and other activities that may occur on site but works closely alongside it's counterpart with whom it shares many responsibilities, but who has a different focus based around the management of the Volunteers.

PRINCIPAL RESPONSIBILITIES

Management and People

- Provide support for the work of the Visitor Operations Management Team, in particular the Visitor Operations Managers.
- Line management of the Assistant Volunteer Operations Managers, providing support, inspiration and motivation for them and their reports to excel in their roles
- Work alongside the wider team to carry out departmental people focused activity including recruitment, induction, training, absence and performance management.
- Lead and support the management and administration of onsite activities including, but not limited to, performances and events.
- Provide leadership to the onsite team enabling performances, tours and activities to take place in a professional manner.

- Work closely with the Retail team and regularly act as the Shop Manager
- Be available as a Management presence for Underglobe activities.
- Works closely with the DVOM (Volunteers) and is able to deliver key elements of the role in event of absence

Operations and Audiences

- Act as the Duty Manager for the site on a regular weekly basis
- Work closely with the Visitor Operations Managers and wider team to lead the operational planning and delivery of events and activities including holiday events
- Actively contribute to the advance programming of events and activities in spaces across the site
- Create, deliver and update ongoing training across the department to ensure statutory obligations and audience experience standards are upheld and maintained.
- Work flexibly across all areas of the department adopting a One Globe approach.
- Proactively ensure health and safety best practice is embedded across the departments work including having a thorough understanding of the evacuation practices and procedures.
- Assist in the effective management of the Front of House volunteer team during performances and activities as part of the Duty Management role
- Deliver outstanding customer service at all times and be a role model for others.
- Work with awareness of a wider audience experience.

Collaboration, Communication and Administration

- Collate and feedback to the team on departmental KPIs.
- Ensure activities and events are run in a way that optimises audience experience and income generation and produces return on investment
- Act as the departments representative when necessary for Globe meetings, and provide organised feedback to the team.
- Proactively seek to identify new opportunities and ideas to improve audience experiences.
- Respond to and communicate with others in an appropriate and timely fashion
- Ensure all health and safety paperwork is kept up to date and relevant to departmental activity and report on this regularly.
- Communicate with others in an open and approachable manner.

PERSON SPECIFICATION

- Experience as a manager in a fast paced, complex customer service environment with multiple priorities.
- Able to demonstrate good computer literacy skills, specifically with MS Office – Word and Excel
- Experience in organising and delivering events and activities.
- Ability to deliver outstanding customer service as part of a holistic approach to audience experience.
- Demonstrable experience in managing, leading and motivating customer facing teams and individuals.
- Experience in working in a organisation where volunteers play a key role in the front facing operation
- Practical experience of applying health and safety knowledge in a customer facing environment and ensuring standards are met and maintained.
- Ability to build strong relationships at all levels internally and externally and a shows a willingness to collaborate with and support others.
- Experience in seeking out operational improvement and implementing it appropriately.
- Demonstrates adaptability and resilience.
- Experience in supporting change and growth in a management role.
- Demonstrates financial acumen and experience in working to KPIs.
- Acts with integrity, honesty and fairness and shows emotional intelligence towards others.
- Commitment to the ongoing learning and development of themselves and others with a view to providing the highest standards.

Embodies these essential Globe ways of working:

- Committed to the principles of equality, diversity and anti-racism and able to implement these within all areas of work.
- Supportiveness to others.
- Thoughtfulness, reflecting, and problem solving.
- Influencing and communicating with others.

The post holder must, at all times, carry out their responsibilities with due regard to Shakespeare's Globe's Policies and Procedures.

RECRUITMENT INFORMATION AND TERMS AND CONDITIONS

Permanent / Full-Time (Happy to talk flexible working)

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

Hours: 35 per week exclusive of meal breaks. This role works across 7 days per week on a rota basis and regular evening, late night and weekend work is required. There are no extra payments for additional hours worked, although time in lieu may be granted. This role is based on site.

Salary: £35, 440 per annum,

Holiday: The annual holiday leave is 25 days per calendar year plus Bank Holidays.

Benefits: Discount in the Globe shop and onsite restaurants/cafes; free entry to selected shows, events and activities, access to our free employee assistance programme via phone line and website; family friendly policies including enhanced maternity and shared parental leave pay; season ticket loans available; eye test scheme; flu vaccination scheme; cycle to work scheme; Littlebird exclusive discount; enhanced employer pension contributions after 12 months service.

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.