



JOB DESCRIPTION.

JOB TITLE	Assistant Visitor Operations Manager
REPORTS TO	Deputy Visitor Operations Manager
DIRECT REPORTS	Visitor Operations Supervisors, Visitor Operations Assistants, Tour Guides
RESPONSIBLE FOR	Volunteer Stewards
DEPARTMENT	Visitor and 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 Assistant Visitor Operations Managers are site Duty Managers and assist in the day to day management of all visitor experience areas across the whole Globe campus including our tours, welcome desks, live performances and events, shop and workshops. They manage the Visitor Operations Supervisors and the Visitor Operations Assistants and endeavour to provide a world class experience and service for all our visitors and deliver an outstanding audience experience. The Assistant Visitor Operations Managers are also responsible to ensuring all areas are safe, secure, and welcoming for visitors in accordance with current Health and Safety guidelines.

PRINCIPAL RESPONSIBILITIES

Duty Management and Operations

- To regularly act as the Duty Manager and take site wide responsibility for the safe delivery of on the day events, including performances, tours activity and Under Globe events
- Be responsible for, and ensure adherence to, all current Health and Safety guidelines including evacuation procedures, quality standards and the provision of first aid (training will be provided if required).
- Writing and maintaining risk assessments and Standard Operating Procedures.
- Lead any first response (emergency evacuation/health and safety) as necessary across the site.
- Undertake appropriate training to assist in the evacuation of visitors with access and mobility requirements.

- Work closely with the Deputy Visitor Operations Managers to optimise sales opportunities and consistently high standards of customer care.
- Lead the operational aspects of the day to day running of the site being responsible for the outputs of the on-duty team, leading briefings and ensuring adherence to departmental standards and objectives.
- Support the Deputy Visitor Operations Managers in supporting and managing volunteer stewards, and as Duty Manager ensure, they are looked after, listened to, and understand the tasks assigned to them.
- Manage stock control and FOH merchandise inventory.
- Work closely with the Retail team and regularly act as the Shop Manager as part of the wider Site Management responsibilities.
- Delegate effectively to the Visitor Operations Assistants and support them to carry out their operational duties.
- Proactively implement policies and seek out procedures to optimise the work of the department.

Line Management

- Perform the day-to-day management of the Visitor Operations Supervisors and Visitor Operations Assistants in a supportive way.
- Hold regular performance focussed meetings with direct reports and continuous performance reviews.
- Manage and administrate sickness, absence and other staff related concerns through the company's software package and in line with company policy and procedures
- Engage and motivate direct reports ensuring the required level of performance and behaviour is being met regularly.
- Enable and/or deliver regular training opportunities
- Foster a culture of kindness, openness, and honesty to make the working environment a safe and reflective space.

Collaboration, Communication and Administration

- Attend regular meetings with the Deputy Visitor Operations Managers and maintain strong communication on all administrative and operational duties.
- Work closely with colleagues in Education, Theatre and Communications to ensure the nuances of each product and event are understood and delivered in the appropriate way.
- Liaise with and support the Staff Operations Coordinators regularly and provide any necessary staffing information relating to rotas and payroll in a timely fashion.
- Responsible for the health and safety of others, over and above the general responsibility all staff have, or for the security of staff/site.
- Ensure relevant information is shared and communicated effectively and appropriately across the team.
- Be responsible for keeping accurate and up to date record keeping.
- Attend meetings across the Globe and represent the department as required.

PERSON SPECIFICATION

- An experienced customer facing manager who has led operational management of fast paced front facing teams in a similar environment and is able to lead by example
- Ability to engage and motivate teams, with a supportive and collaborative style.
- A commercially focussed manager with experience in seeking out income-generating opportunities and cost-savings in a front facing environment
- A demonstrable drive to sustain a first-class operation with the visitor journey and customer service at its heart.
- Passion for customer service and strong knowledge of customer service principles
- Awareness of health and safety management and emergency response on a large multipurpose site
- Able to demonstrate a good standard of IT skills including Microsoft packages, specifically Word and Excel and Outlook
- Ability to stay calm under pressure
- Able to prioritise and manage time effectively
- Highly effective interpersonal, written, and cross-departmental communication skills gained in a fast-paced environment

- Has a proactive approach to work and is motivated to seek development and improvement in self, team members and service, in a complex environment.
- Positive approach and a “can do” attitude
- Able to prepare and deliver training to customer facing teams
- Experience in working with volunteers or in an organisation where volunteers play a key role in the delivery of the operation and associated customer service
- Experience in basic best practice HR
- Shows flexibility and confidence in dealing with unexpected changes and is able to problem solve and react appropriately to operational issues
- Demonstrates strength and resilience in times of adversity
- Shows emotional intelligence and sensitivity towards others

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.
- Delivering high-quality output

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

[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: £30,783 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; 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.