# Visitor Services Supervisor

* Reports to: Head of Commercial & Visitor Services
* Direct reports: Visitor Services Assistants
* Contract: Permanent
* Hours: 0.8 FTE. Hours will include weekend working.
* Remuneration: £26,000 FTE (0.8 pro rata)
* Holidays: 25 days per annum plus bank holidays (pro-rata)
* Based at: PK Porthcurno, Eastern House, Porthcurno, Cornwall TR19 6JX
* Important internal relationships: Creative Director/CEO, Collections & Engagement Team, Head of Commercial & Visitor Services, Head of Site Operations & Facilities, other Duty Managers, Visitor Services Assistants, Volunteers.
* Important external relationships: Visitors, members of the public around the wider museum site, suppliers.

# Job scope

Reporting to the Head of Commercial & Visitor Services, the Visitor Services Supervisor sits within the Visitor Services team and has responsibility for the supervision of the various Visitor Services Assistants.

The Visitor Services Supervisor will act as the responsible person and shift leader for all parts of the Visitor Services area (which includes the exhibition spaces, Café, Front of House, Horsebox). The Visitor Services Supervisor will also be a Fire Warden and First Aid trained.

There will be a number of Visitor Services Supervisors within the Visitor Services Team, as such there will sometimes be more than one Supervisor on shift. The Supervisors will be the liaison between the Café, FoH and Horsebox, and will be expected to be flexible enough to work across these areas as and when needed. Recognising where and when to work and prioritising key tasks across each shift will be crucial to the role. Due to our unique location and the size of the museum site, this will be a physically demanding role that will involve a degree of standing/walking during a typical shift.

## Responsibilities

* Opening/securing the museum site.
* Supervision of Visitor Services staff.
* Training of Visitor Services Assistants.
* Liaising with Volunteers regards talks, demonstrations, maintenance etc.
* Liaising with the maintenance and cleaning team.
* To undertake Fire Safety training and be a Fire Warden.
* To undertake First Aid training and be a designated First Aider.
* Leading by example to maintain an exceptional level of customer service from all members of the Visitor Services team.
* Regular hands-on visitor facing duties on the admissions desk.
* Regular hands-on visitor facing duties in the café and/or horsebox.
* Dealing with customer complaints and enquiries.
* Ensuring exhibitions, display cases and interactives are always clean and in full working order.
* Ensuring public areas including toilets, galleries and corridors are clean and in full working order with a system of regular checks in place.
* Liaison with Head of Commercial & Visitor Services and Communications Manager around special promotions, discounts etc. including Friends of PK.
* Cashing up for Café and FoH at the end of day.
* Ad hoc duties as requested by the Head of Commercial & Visitor Services.

## Person specification

* Experience of a line management or supervisory role, ideally in a tourist/heritage attraction or hospitality setting.
* Exemplary customer service skills.
* Accuracy and attention to detail.
* Excellent communication and interpersonal skills.
* The ability to remain calm and respond appropriately in all situations.
* The ability to work well as part of a team.
* The ability to troubleshoot problems.
* An aptitude for working with IT, including EPOS systems and MS Office.
* A First Aid at Work qualification, or willingness to undertake training.
* Fire Safety qualification, or willingness to undertake training.
* Basic Food Hygiene certificate (desirable).
* Barista trained/experience of operating a commercial coffee machine (desirable).
* A commitment to the environmental aims and aspirations of PK Porthcurno.
* Experience of working with Merac EPOS system (desirable).
* A Disability Awareness qualification (desirable).

PK Porthcurno is in a rural location with limited public transport links, so staff must ensure they are able to get to and from work.