|  |  |
| --- | --- |
| JOB DESCRIPTION |  |

|  |  |
| --- | --- |
| **ROLE:** Venue Manager **LOCATION:** Herbert Art Gallery/Multiple Sites**RESPONSIBLE TO:** Visitor Services and Operations Manager **RESPONSIBILE FOR:** Duty Managers, Visitor Administrators, Tourist Information Centre Staff. | **CONTRACT:** Permanent**WORKING HOURS:** 37 hpw**GRADE:** 6 |
| **OVERALL PURPOSE AND OBJECTIVE OF THE ROLE:** To lead and develop an exceptional visitor experience across all sites within Culture Coventry Trust and be directly responsible for the day to day operational management of Coventry Transports Museum and Herbert Art Gallery. |
| **MAIN DUTIES AND RESPONSIBILITIES:-*** To work with the Visitor Services and Operations Manager to implement the organisational strategic vision and objectives into a Visitor Experience Strategy, Policies and processes and encourage ownership of these throughout the organisation.
* To support the development of a robust volunteering strategy that supports the delivery of the service.
* To work collaboratively with the Corporate Events Team and Creative Planning teams to ensure that appropriate resource is allocated to allow for the smooth running of all our activity. This includes but is not exclusively: event set up, allocation of visitor assistance for the care of collection and to provide excellent visitor experience.
* To work closely with teams and Managers across the organisation to ensure that we offer an inclusive service in line with the target audience key performance indicators as per the business plan.
* To work with the Visitor Services and Operations Manager to ensure buildings and premises are suitable and safe.
* To work with Finance to ensure safe and accurate processes for cash handling.
* To work with the Retail Supervisor and Marketing Manager to ensure signage and other promotional materials are appropriately displayed in public areas.
* To liaise with external agencies in relation to any incidents that arise in relation public safety etc.
* To be responsible for the management and development of your teams in accordance with Company policies and procedures.
* To organise and monitor all aspects of personnel and staffing within the facilities including staffing levels, rota’s, cover, holidays, absenteeism and progress reviews, and to support employment procedures in accordance with HR policy.
* To ensure that all staff project a professional, friendly and presentable image of the Company at all times.
* To be responsible for mentoring, counselling, supporting, advising, coaching and the development of staff.
* To liaise with the communications team on all customer enquiries/complaints to ensure that they are dealt with and recorded both promptly and effectively.
* To structure and organise communication networks within the various departments within sites and lead meetings as appropriate
* To manage budgets and cascade relevant information to encourage ownership amongst teams achieving income targets where relevant.
* To identify ways to increase donations and individual giving as part of the overall fundraising strategy and ensure the ‘active ask’ with all staff.
* Be a nominated key holder as part of the emergency call out rota and disaster recovery plan.

**GENERAL RESPONSIBILITIES:-*** To embrace and lead by example on the company’s key values;
* Identify and review risks with your Line Manager as part of the organisational risk register;
* To maintain high standards of health and safety requirements
* To work closely with duty managers on all FOH staffing issues
* To record and monitor any maintenance corrective actions producing staff progress reports
* Contribute to the ongoing review and development of the Trusts policies and procedures to support continuous improvement;
* Ensure adherence to all Trust policies and procedures;
* Ensure your teams comply with and understand all Health & Safety policies and requirements;
* Support and input into the organisational digital strategy as required;
* Identify and collaborate with potential key external stakeholders;
* Identify fundraising or sponsorship opportunities and highlight these to your Line Manager; and
* Ensure adherence to the GDPR in respect of all data collected and maintained.
* To carry out tasks at a range of sites that are either operated or managed by the Company or where services are delivered by the Company.
* To promote Equality and Diversity and ensure full compliance with Company policy.
* To undertake other duties and provide short-term cover where necessary, as specified by Management, which are appropriate to your qualifications, experience and general level of your position.
 |
|  |
|  |  |

Dated: November 2019

|  |  |
| --- | --- |
| PERSON SPECIFICATION |  |
| **Criteria** | **Essential** | **Desirable** | **Evidence** |
|  |
| Substantial experience in a customer facing role and organisation. | x |  |  |
| Relevant experience at a senior level in a managerial/supervisory capacity. | x |  |  |
| Demonstrable experience and knowledge of project management. | x |  |  |
| Experience of devising and implementing visitor and customer strategies. | x |  |  |
| Experience of working in partnership and with external agencies. | x |  |  |
| A background in a culture/leisure type of environment. |  | x |  |
| Commercially aware and experience of managing complex budgets. | x |  |  |
| Excellent written and verbal presentation skills. | x |  |  |
| Strong IT and digital skills. | x |  |  |
| Data management skills, with the ability to analyse, track, interrogate and report data trends. | x |  |  |
| Excellent verbal and written communication skills. | x |  |  |
| Excellent leadership and management skills with the ability to motivate, inspire and effect change and deliver results. | x |  |  |
| Ability to deliver to deadlines and prioritise competing demands. | x |  |  |
| Ability to drive the company vehicle. |  | x |  |
| A strong collaborator to ensure effective team working. | x |  |  |
| A flexible approach to work with the willingness and ability to work outside standard hours on occasion. | x |  |  |
| Ability to work independently, self-motivate and prioritise workload effectively. | x |  |  |
| Results orientated – to ensure resources are managed within deadlines and budgets. | x |  |  |
| Ability to travel between sites during the working day. | x |  |  |

**Date Created:** July 2019

**Date Amended:** November 2019