

BROOKLANDS MUSEUM

Visitor Experience Officer (Duty Manager)

Thank you for your interest in joining the team at Brooklands Museum.

We are excited about this new role, which focuses on the daily delivery of the visitor experience and operations. We see it as central to how we will improve operations, site-wide communication and the experience for everyone in the future.

External Application Process:

To apply, please submit your CV and a letter outlining how you meet the person specification and how your skills and experiences meet the requirements of the role (The CV and letter should be no more than four pages in total).

Closing Date:

Applications should be submitted to recruitment@brooklandsmuseum.com by 10am on Wednesday 8th July.

Please note we will not be in contact until after this date.

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Job Description Visitor Experience Officer (Duty Manager)

Reports To:	Visitor Experience Manager
Working Hours:	<p>Part time 30 hours per week, 4 days per week working to a rota which will include regular working on weekends and bank holidays, including New Year's Day (time off in lieu will be given for working on Bank Holidays). Some event days may require an early start/late finish.</p> <p>There is with the possibility of it being made up to a full-time role through working an additional day a week in a different capacity.</p>
Salary:	£23,000 per annum pro rata

About the Role

We want everyone coming to the Museum to have the very highest quality experience and for time spent at the Museum to be memorable, enjoyable and inspiring. This is not only for our visitors, although they are an absolute priority, but also for our volunteers and staff. This is a very special role where you will act as the person responsible for ensuring daily Museum operations meet these high expectations and that our developing service standards, driven by our Brooklands Commitment, are delivered. You will work as part of a team of Duty Managers providing coverage seven days a week.

Brooklands Museum welcomes over 185,000 visitors each year, these are made up of members of the public, Brooklands Members, VIPs, corporate hospitality guests and school groups.

Overview

This new role will actively participate in the visitor operation and is responsible for overseeing and co-ordinating the daily operation of the museum to ensure that we consistently deliver maximum visitor enjoyment and quality presentation standards whilst maintaining the health, safety and security of the museum, staff, volunteers and visitors.

After co-ordinating the unlocking of our exhibition spaces you will start each day with a verbal briefing to our staff and volunteers and maintain a highly visible, hands-on role throughout the day.

Rostering and daily co-ordination of a team of Museum Assistants – a team with the skills and flexibility to work in a variety of visitor facing areas including Visitor Reception, Events, Admissions and Retail – together with our daily volunteers you will ensure that all areas of the visitor experience are adequately resourced throughout the day.

With the ability to think one step ahead you will need to be able to multi-task, be flexible and willing to “get stuck in”. This could include anything from helping to cover lunch breaks for volunteers working in our collections and exhibition spaces to resolving customer concerns or co-ordinating

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parking. You will need to be able to make informed and considered decisions – often under pressure, ensuring that visitor safety and enjoyment is at the forefront of all your decisions.

With an eye for detail you will maintain sight of our presentation standards, reporting anything that does not present Brooklands Museum at its best. Never settling for ‘that’ll do’ you will also ensure that any maintenance tasks and repairs are reported in a timely manner, followed up and dealt with effectively.

As Duty Manager you will deal with and co-ordinate appropriate responses to a wide range of issues, acting as the first point of contact for any visitor queries that others are unable resolve directly and you’ll also be the person responsible for the site when a member of the extended leadership team may not be on site.

Key Success Criteria

Brooklands Commitment, “Brooklands at its best, every day” is consistently delivered by a well-informed, positive, and motivated team of volunteers and staff. The Museum team work seamlessly together with our suppliers and contractors to deliver an enjoyable, memorable, and targeted experience for all of our visitors in a well presented, fully operational and safe environment.

Any issues are resolved in a timely and professional manner.

Main areas of responsibility:

As there is more than one Duty Manager (DM) the tasks indicated under Duty Manager below will apply specifically to days where you are the nominated DM for that day.

On days when designated as Daily Duty Manager

- Liaising with, and providing support to the Volunteer Steward Co-ordinator before opening to ensure all areas have enough volunteers and that everything is unlocked, presented and operating as it should be by carrying out pre-opening checks (e.g. Introductory film, F1 Sim, audio/visuals in Aircraft Factory).
 - Preparing and delivering the morning briefing for the Museum team to ensure everyone is familiar with the daily visitor offer, visitors with appointments to see specific members of the Museum team and any other relevant information that is essential for everyone to deliver their role well.
 - Liaising with the Daily Volunteer Steward Co-ordinator to ensure all volunteer stewards are allocated to roles in specific locations and supported during the day
 - Conducting site walk rounds throughout the day to monitor the quality of the visitor experience and facilities with a final walk through at the end of the day to ensure all areas have been vacated by members of the public, left in an appropriate condition and are properly secured.
 - Prompt resolution of any aspects of the visitor experience and facilities not up to our desired standards with timely reporting to the relevant team. If an issue or fault cannot be dealt with on the day you will ensure that it is reported effectively and follow up accordingly.
 - Liaising with the volunteer stewards in each of our galleries and exhibits throughout the day to ensure smooth operations and proper welfare of volunteers.
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- Liaising with the Collections and Interpretation team and London Bus Museum you will be aware of historic vehicle movements onsite and ensure that vehicles are moved around site safely, you will manage any operational impact this may have.
- When we share our collection with our visitors through a series of demonstrations on site you will liaise with the Collections and Interpretation Team to maintain an oversight of the experience.
- During event days you will liaise with the events delivery teams and the Event Director at regular intervals to maintain an oversight of the event.
- Take ownership and resolve any visitor or neighbourhood feedback as required
- Co-ordinating the response to incidents, accidents and near misses, escalating to the Visitor Experience Manager or Chief Operating Officer as appropriate and ensuring all relevant paperwork including the Duty Manager daily report is completed accurately and timely.
- Making key safety and operational decisions such as evacuating the site, as necessary e.g. when there is no member of the Extended Leadership Team or Visitor Experience Manager available.
- Being part of the Museum first aid response team.

Other responsibilities

- Acting as host for events and experiences providing a warm Brooklands welcome to guests and being available to those delivering the event should they require support not only on the day but also in setting up the event or experience.
- Rostering first aiders to ensure enough cover during public access periods.
- Providing Brooklands Commitment, visitor experience and other front of house training to staff and volunteers, ensuring everyone demonstrates consistent standards beyond their training.
- Providing support and setting clear direction for the Museum Assistants team who will be working across a variety of Museum functions. Ensuring the Museum Assistants receive relevant supervision and support in the areas they are working in.
- Working closely with and providing support to the Admissions and Retail Team Leaders.
- Assisting with the rostering of our daily Volunteer Stewards
- Provide regular communications to staff and volunteers.
- After receiving suitable training, you may be given the opportunity to organise, deliver or oversee smaller events when you are not acting as daily Duty Manager.
- From time to time you may be asked to assist in overseeing photo shoots and filming.
- Assist and support the Visitor Experience Manager to develop, implement and maintain a quality visitor experience
- Attend and participate in key museum meetings which may include, but not be limited to Health and Safety Committee meetings, planning for events and experiences and Programming.
- All staff within the Museum's small team are focussed on providing the best possible experience for all and this requires everyone to be flexible therefore you may be asked to carry out other activities in addition to those above.

Please note this is not an exhaustive list of duties and the Museum's may allocate similar tasks to support the other teams within the Museum.

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PERSON SPECIFICATION

Desired Knowledge

- Working within a visitor attraction, customer facing or hospitality environment
- Demonstrable background of operational delivery and decision making.
- Experience as a Duty Manager would be an advantage
- Experience working with volunteers would be an advantage
- Demonstrable experience of motivating a team

Skills & Competencies

- Positive approach and a 'can do' attitude with a willingness to be flexible and 'get stuck in' as needed.
 - Possess good communication skills with the ability to adapt your approach to suit your audience, and conduct all interactions in a professional, engaging and approachable manner
 - A calm, professional manner, especially when under pressure.
 - Be able to use initiative and common sense to resolve problems.
 - Be able to demonstrate a good understanding of best practice in customer service.
 - Demonstrate discretion in handling situations and material confidentially.
 - Have excellent negotiating and influencing skills.
 - Demonstrate an ability to make informed decisions.
 - Attention to detail.
 - Ability to diffuse difficult situations.
 - Understanding of health and safety requirements within a visitor facing environment (or willingness to receive training).
 - Full First Aid at Work certificate (or willingness to obtain the qualification).
 - Have a willingness to embrace and adapt to change and to try new approaches.
 - Displaying behaviour that is professional, respectful, engaging, confident and enthusiastic.
 - Have an understanding of the need for flexibility in role activities and respond accordingly, be adaptable to sudden situation changes and willing to work in a variety of locations, including in the office, in and around our exhibits which will mean being outdoors.
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