



BUCKS
COUNTY MUSEUM



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

Visitor Services Supervisor – Bucks County Museum Trust

Salary : £14 586 (FT equivalent c. £21 392 per annum)

Reporting to : Assistant Director

Start date : February 2019

Contract : 25.5 hours per week

Place of Work : Bucks County Museum, Church Street

Job Description

Bucks County Museum is looking for a second part time Visitor Services Supervisor to job share the management of the busy operations team, supervising a small team of part time and casual staff delivering great visitor experiences to our 90 000 + visitors per year. **The two supervisors need to cover regular weekly shifts from Monday to Saturday and occasional shifts on Sundays and evenings. We are looking for someone to work a minimum of 25.5 hours per week with capacity to work additional hours as required. Must be able to work Bucks school holidays, weekends and bank holidays.** This role would suit someone who has experience in retail management and customer service with an interest in heritage.

- To deliver the daily operation of the County Museum site and Roald Dahl Children's Gallery
- Locking and unlocking the museum buildings
- Managing Front of House team of staff and volunteers to ensure a high standard of visitor experience and customer service
- Assist with the monthly Front of House team rota to ensure adequate cover for all operations
- Supervising operation of shop and café daily and assisting with serving customers for Roald Dahl Children's Gallery tickets and new annual pass, retail and catering offers and sales of tickets for courses, lectures and events
- Ensuring appropriate By Donation and Gift Aid requests are made to all visitors on entry to the Museum
- Ensuring compliance with GDPR requirements
- Supervising Gift Aid, Annual Pass and GDPR Consent data entry
- Programming the EPOS system for tickets and products as necessary
- Implementing income generation ideas for catering, retail and Roald Dahl Children's Gallery tickets
- Cashing up tills at the end of the day
- Assisting with stock takes and stock management / display
- Assisting with visitor enquiries and web site enquiries



BUCKS COUNTY MUSEUM



Supported using public funding by
ARTS COUNCIL ENGLAND

- To manage the site maintenance contractors, security, environmental conditions and Health & Safety requirements to ensure legal compliance as necessary and to national Accreditation and Government Indemnity Scheme Standards
- Supervising the set up and tidy away of venue hire to a high standard of presentation and cleanliness
- Supervising and participating in events on site including evening weddings as necessary
- Carrying out casual staff and party host recruitment as necessary
- Delivering Front of House staff inductions
- Participating in the out of hours on call rota as a key holder and first responder to alarm call outs at the Museum.

Person Specification

- Experience in customer service roles
- Experience in managing paid staff
- Experience/interest in heritage organisations / with volunteers an advantage
- Excellent supervision and leadership skills
- Good initiative and problem solving skills
- Retail and catering operations experience
- Experience of operating an EPOS system and ideally back of house EPOS management
- Very good numeracy skills and ability to handle cash
- Excellent motivational skills to lead a diverse team
- Excellent team player with great interpersonal skills
- “Can do” approach and positive attitude
- Good IT skills - use of Social Media, MS Word including Word, Excel, Publisher and PPT
- Good sense of humour

Deadline for Applications : 5pm on Thursday 28 February 2019

Applicants must complete an Application Form available from :

<http://www.buckscountymuseum.org/museum/get-involved/vacancies/>

Please send completed applications to: director@buckscountymuseum.org

ALL APPLICATIONS BY EMAIL ONLY. NO POSTAL APPLICATIONS WILL BE ACCEPTED.

Interview and assessment day : Week beginning 11 March.