

WINDERMERE JETTY

Museum of
Boats, Steam and Stories



VISITOR EXPERIENCE SUPERVISOR (ADMISSIONS & RETAIL) – WINDERMERE JETTY Museum of Boats, Steam and Stories

Recruitment Information

Closing Date: 14 January 2019

Interview Dates: w/c 21 January 2019

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www.windermerejetty.org

www.lakelandarts.org.uk

INTRODUCING LAKELAND ARTS

Windermere Jetty Museum of Boats, Steam and Stories

We're delighted that you're interested in joining the dedicated team at Lakeland Arts as the Visitor Experience Supervisor (Admissions & Retail) at Windermere Jetty Museum of Boats Steam and Stories (Windermere Jetty).

Lakeland Arts is one of the most remarkable arts and heritage organisations in the North and has an exceptional portfolio of attractions in an area of outstanding natural beauty – and England's newest UNESCO World Heritage Site celebrating our incredible Cultural Landscape.

At a time when we're to grow significantly by opening Windermere Jetty as a world-class visitor attraction, it's really important we recruit people with a passion and enthusiasm for what we do and what we want to achieve.

At Lakeland Arts, we come from all walks of life, backgrounds and interests, but we have one thing in common – connecting people with outstanding art and heritage in our breathtaking world-class cultural landscape.

So, to Windermere Jetty Museum of Boats, Steam and Stories. We'll open our doors to the visitors in spring 2019 following a major capital investment and we're really very excited! This will be the most significant new heritage visitor attraction in the North.

The Museum is in the final stage of construction on an incredible lakeside site on Lake Windermere close to the centre of Bowness. It will offer a range of activities for visitors including displays telling the history and stories of the boats and the people who built and used them, a publicly viewable conservation workshop where boats will be conserved and restored, a beautiful boathouse

with boats on the water and high-quality visitor facilities including a café with the best views of lake and fells. Don't just take our word for it, you need to come and see it for yourself.

So, what is it like working for Lakeland Arts?

You'll work in some of the most beautiful buildings, venues and locations in Cumbria and you can expect to feel a real sense of pride in the job you do, every single day.

We want to enable you to learn, discover and develop your career here at Lakeland Arts. We'll do everything we can to support you and your development so that you can achieve your goals.

We're really proud of where we are and who we are, and our continued success depends on the contribution and expertise of every individual we employ.

If you work for us, you can expect a fair salary together with a benefits package befitting an arts trust, which we are currently finalising to ensure we are an employer of choice in the region.

We welcome your application and wish you every success with it.



Gordon Watson
Chief Executive, Lakeland Arts

JOB DESCRIPTION

Job Title:	Visitor Experience Supervisor (Admissions and Retail), Windermere Jetty
Salary:	£9.25 per hour
Location:	Windermere Jetty, Museum of Boats, Steam and Stories with occasional cover at other Lakeland Arts sites
Reporting to:	Deputy Manager, Windermere Jetty
Line Management:	Windermere Jetty Visitor Experience Assistants including Volunteers

Purpose and key objectives

As Visitor Experience Supervisor (Admissions and Retail) you'll be responsible for ensuring the smooth running of the day-to-day visitor experience on site, overseeing the front-of-house welcome and admissions alongside the delivery of a great retail offer. In this varied customer facing role, your priority is to ensure an outstanding visitor experience is always delivered.

Key responsibilities

- Delivering an exceptional visitor experience by ensuring the team give a warm welcome to all visitors, providing an efficient ticketing service, welcoming groups, responding to visitor queries and feedback appropriately and ensuring visitor information is current and in good order.
- Supervising the daily operation of admissions desks and the delivery of the retail offer, being hands on to support these areas as required.
- Working with the Management team to ensure sufficient, trained visitor focused staff are in place at all times through effective rota development, planning of holiday and sickness cover and providing an accurate summary of the timesheets to the Deputy Manager.
- Working with the Management team to ensure the operation is cost effective by controlling expenditure, ensuring good stock control, handling cash appropriately, monitoring ticketing and providing information for inclusion in management reports.
- Ensuring cashing up is carried out daily, preparing floats for the following day, collating daily reports from welcome points for reporting purposes.
- Assisting the Management team with arranging and supervising special events, such as exhibition openings, lectures and public events, ensuring all required resources are available and they are run in an inclusive, efficient and welcoming manner.
- Supporting the Management team in making arrangements for learning and engagement, and curatorial team activities to take place in and outside the venue.
- Supporting visitor research that will inform future strategic and business plans by gathering visitor feedback.

- Working with the Management team to deliver a volunteer plan that enhances the Visitor Experience, ensuring day-to-day contact with volunteers, and provision for sickness and absence cover.
- Liaising with Estate Assistants and Housekeeping, to ensure the interior of the museum and public facilities are presentable at all times and that any issues are reported immediately to the relevant departments.
- Ensuring compliance with all health and safety procedures and Lakeland Arts operating policies.
- Providing supervisory support to other areas (Catering, Estates and Boating) as required.

General Accountabilities

This job description outlines the principal responsibilities and duties of the post holder - it's not meant to be, nor is it, an exhaustive list of specific responsibilities and duties. The post holder will be expected to undertake any other duties which could reasonably be expected as being within the remit of the post and which arise out of changes of legislation, regulations, orders, rules and working practices, methods and procedures and reviews, as directed from time to time.

Additional Information

This post is full time, 37.5 hours per week, working on a shared rota of weekend working and public holidays, with the expectation of sharing these equally. Candidates must demonstrate that they can fulfil the requirements of the post.

The post holder will be required to occasionally work evenings, for example for special events.

The role is front of house based and as such there will be little requirement for office working although some office work will be necessary to ensure an efficient operation.

Health and Safety

The post holder is required to carry out the duties in accordance with Lakeland Arts Health and Safety policies and procedures.

Diversity

The post holder is required to have due regard to equal opportunities at all times, and to work in a fair and reasonable manner towards all people, ensuring service standards are maintained for all cultures.

PERSON SPECIFICATION

ESSENTIAL	DESIRABLE
Experience	
<ul style="list-style-type: none"> • A minimum of 2 years' experience of working in a customer facing commercial role • Record of delivering exceptional levels of customer service • Experience working with the public and handling enquiries face to face, by telephone and by email • Rota and timesheet administration • Stock control and product display experience • Till and cash handling experience 	<ul style="list-style-type: none"> • Supervisor experience in a customer facing role within a museum, heritage or arts organisation • Experience of managing, recruiting and training staff • Experience managing customer feedback and complaints • Able to programme EPOS systems and to run daily sales reports • Experience working with volunteers • Experience controlling expenditure and producing management sales information
Knowledge	
<ul style="list-style-type: none"> • Understanding of general workplace Health and Safety compliance, fire, security and emergency procedures. • IT skills (Microsoft Office) 	<ul style="list-style-type: none"> • Knowledge of basic HR practices including performance management and sickness absence • Interest in heritage and arts
Skills	
<ul style="list-style-type: none"> • Able to manage and motivate others, and lead by example • Demonstrate consistently high standards with an eye for detail 	<ul style="list-style-type: none"> • Coaching / training skills
Qualities	
<ul style="list-style-type: none"> • Hands on approach • Ability to manage busy periods of activity in a calm manner • Willingness to work across all commercial areas • Good time keeping 	<ul style="list-style-type: none"> • Proactive self-starter
Qualifications	
<ul style="list-style-type: none"> • Maths and English GCSE or equivalent 	<ul style="list-style-type: none"> • Customer service qualification • Personal Licence (for the sale of alcohol) • First Aid at Work

HOW TO APPLY AND THE SELECTION PROCESS

Please complete an application form, which is available to download from the Lakeland Arts website www.lakelandarts.org.uk/jobs in Word and PDF formats. You may attach a letter but please don't send photographs. Sorry, but we don't accept CVs.

In completing your application, please tell us how you meet the essential qualification, experience, skills and qualities outlined in the Person Specification. We'll assess how you meet these criteria through the application form and assessment tasks. When completing your application please ensure you indicate your availability for work, in terms of both days and hours.

We'll let you know what to expect from the assessment day if you're shortlisted to come along.

Deadline for receipt of applications

This vacancy closes 9am on Monday 14 January 2019. We won't be able to assess any forms received after this time.

Your completed application form should be returned by one of the following methods:

By email: Please email jobs@lakelandarts.org.uk

Our email servers aren't able to accept emails larger than 10MB.

By post: HR, Lakeland Arts, Blackwell, The Arts & Crafts House, Bowness-on-Windermere LA23 3JT

Acknowledgement of receipt

All applications will be acknowledged when we receive them.

Interviews

Interviews will be held w/c 21 January 2019.

If you would like to have an informal discussion about this job role, please don't hesitate to contact Helen Tappenden, HR Manager, on 015398 88055.