



Job Title: Site and Visitor Services Manager

Contract: Permanent, 40 hours per week; will include some weekend working

Reports to: Head of Operations & IT

Responsible for: Deputy Visitor Services Manager and Supervisors, Gallery Assistants, Site and Facilities Assistant

Works closely with: Overnight Security Officers, Site Contractors, Collections & Displays Registrar, Commercial Sales & Events Manager, Café General Manager.

PURPOSE OF JOB:

The Site and Visitor Services Manager is responsible for the smooth running of the Gallery, Offices and Grounds by overseeing the provision of security, management of its facilities and delivery of exceptional visitor experience by the Visitor Services team.

The Site & Visitor Services Manager oversees the site maintenance programme and functioning of the Gallery's services as well as managing a dedicated team of Gallery Assistants to deliver the Gallery security and an excellent visitor experience. The postholder is the first point of contact for security and coordinates the outsourced out of hours security officers.

The Site & Visitor Services Manager will need to respond energetically to the site and security needs of the Gallery and will at times be required to work outside of regular office hours including some late evening and early morning work depending on the Gallery's schedule. The postholder will also be a key contact in the Gallery's Emergency Response and Disaster Recovery Plans.

MAIN RESPONSIBILITIES:

Security

- Coordinate the daily operational elements of security at the Gallery – its visitors, staff, buildings, collections and other assets
- Ensure that the Gallery meets its lender and Government Indemnity Scheme (GIS) security requirements through the coordination of human and technological resources.
- Coordinate the provision of the Gallery's out of hours security contractor
- Advise and assist in all aspects of site security. During working hours carry the duty mobile phone and be on call to assist in a security situation.
- Manage the Gallery's access control system including overseeing the issuing of ID passes and keys.

- Directly assist in the provision of physical security during deliveries of artworks (sometimes out of hours).
- Oversee the operability and maintenance of the alarms and CCTV systems, scheduling maintenance inspections and call outs with the relevant contractors.
- Contribute to the design and implementation of Emergency Response and Disaster Recovery Plans.

Maintenance

- Identify, prioritise and coordinate preventative maintenance for the site's buildings and grounds, including the grade 2* listed Gallery buildings, in consultation with the Head of Operations & IT.
- Schedule regular maintenance inspections and repair call outs with facilities contractors including building, grounds, plant, cleaning and refuse contractors
- Assist in the drawing up of specifications for work to be undertaken by contractors.
- Arrange for works to be undertaken and monitoring the progress of projects involving outside contractors.
- Oversee the smooth running of the Gallery's HVAC system so that the required conditions are maintained in the gallery at all times.
- Schedule maintenance and inspection visits with the plant maintenance contractor
- Understand and control the Gallery's automatic lighting control system
- Investigate energy saving options for both plant and lighting systems to improve the Gallery's sustainability

Health and Safety

- Comply with current requirements of Health and Safety, other relevant legislation and Gallery Policies and oversee the carrying out of weekly fire alarm and emergency lighting tests.
- Work with Heads of Department to coordinate the provision of site inductions for new joiners.
- Identify Health and Safety training needs of the team and organise accordingly.
- Work closely with the Head of Operations & IT to create a safe working environment within the Gallery including identifying and mitigating risks, creating risk assessments and overseeing first aid box supplies

Management

- Recruit, manage and develop the gallery assistants to ensure the delivery of exceptional customer service and carry out annual performance reviews.
- Manage staffing levels through effective rostering to ensure safe and cost-effective cover in the Gallery and for events.
- Monitor and manage gallery assistants' absence.
- Devise and implement a training strategy for the team which seeks to continually improve service levels and contribute to staff development.
- Work closely with other Gallery departments to ensure relevant information is passed to the visitor services team.

Visitor Service

- Oversee and support the Deputy Visitor Services Manager in the delivery of exceptional visitor experience.
- Encourage the visitor services team to promote the Gallery and its activities (e.g. exhibitions, education courses, venue hire) to visitors.
- Direct the gallery assistants in appropriately helping visitors with special needs

- Work closely with the Deputy Visitor Services Manager and Head of Retail to train and manage gallery assistants working in the shop.
- Coordinate the team to ensure that public areas are well presented

Other duties

- Act as a key holder during working hours and be prepared to implement the Gallery's evacuation and emergency response plan.
- Be available to receive calls and attend site out of hours and assist in a site issue / emergency.
- Use the Gallery's genie lift, tower scaffold and rooftop cable-arrest system to gain access to the upper parts of the Gallery.
- Assist the curatorial team with putting up displays and re-hanging artworks
- Be proactive and have a positive approach to staff and visitors
- Take on any other duties as required by the Head of Operations & IT.

This job description cannot be considered to be exhaustive and other duties will be determined by circumstances as and when required.

PERSON SPECIFICATION:

Essential attributes

- Experience of working in a role responsible for facilities management and buildings maintenance
- Experience of visitor services in a busy art/culture centre or similar.
- Experience of leading, training & developing a team.
- Experience in providing security services in a building open to the public
- Experience of undertaking some building maintenance and repairs (preferably in an historic building)
- Experience in coordinating emergency and evacuation procedures
- Competent and confident IT user
- Knowledge of heating and cooling systems and building management systems (or the ability to pick up such systems quickly)
- Ability to establish a good rapport with others
- Good organisation skills
- Ability to manage own time and workload effectively
- This position requires a proactive, enthusiastic person able to work under pressure and use own initiative
- Premises Licence holder

Desirable attributes

- Full Driving licence
- Relevant qualification in Facilities Management
- Skills in construction, plumbing, electrics, carpentry or decorating
- Art handling experience
- Accredited customer care training.
- Experience of working closely with an exhibition and education team delivering a busy programme of activities
- An interest in or experience of art and culture

Terms and conditions

Salary: Competitive commensurate with experience.

Normal office hours: 9am to 5pm, 5 days per week, with one hour break for lunch. This role will require some early morning and evening duty work.

Leave entitlement: 25 working days, plus statutory holidays and 2 additional discretionary, non-contractual 'Gallery' days.

The successful candidate will be required to undertake a DBS check.

The Gallery auto enrolls employees into a pension scheme in accordance with Part 1 of the Pensions Act 2008.