



## **Job details**

<b>Job Title:</b>	<b>Visitor Services Manager</b>
<b>Reports to:</b>	Head of Operations & IT
<b>Responsible for:</b>	Gallery Assistants and Supervisors

## **Job Purpose:**

Manage and oversee the team delivering visitor services at Dulwich Picture Gallery to ensure all our visitors have an exceptional and inspiring experience, putting customer service at the centre of what we do, while maintaining security and protection of the artworks and commercial awareness.

This is a new post designed to enable the Gallery to develop and improve its service to the public. The postholder will be required to work flexibly as required to meet the Gallery's operational needs including weekends, bank holidays and some evenings and/or early mornings.

## **Job responsibilities**

### Team management

- Inspire, lead and develop a dedicated team of 20 + Gallery Assistants and Supervisors and oversee the delivery of an exceptional experience for all our visitors, including some work as a Supervisor in the Gallery.
- Manage staffing levels for Gallery and other programme activity through effective rostering, in line with organisation policy and cost efficiency.
- Carry out performance reviews and manage leave/absence.
- Responsible for overseeing the day to day smooth running of the Gallery and its' events with the Supervisors, supporting with any troubleshooting of admissions issues and assisting the retail team with restocking and cashing up.

### Training and development

- Create and implement a training strategy for the team which seeks to continually enhance service levels and contribute to staff development.
- Plan and facilitate an effective induction programme for new joiners, including the café staff.
- Work closely with the retail team to train and manage Gallery Assistants working in the shop to drive sales and increase understanding of the product range.
- Explore ways of developing the Gallery Assistants' skills and knowledge of the Gallery and its collection so that they can engage our visitors.

- Communicate with other Gallery departments to ensure information is passed to the visitor services team. Use these connections to deliver improved services, efficient planning, efficiencies and creative opportunities.

#### Communication

- Foster positive relationships and good communication cross departmentally and ensure information is cascaded through the Visitor Services team.
- With the Communications team, establish effective methods of conducting visitor-related research
- Act as an ambassador for the Gallery and encourage the visitor services team to promote the Gallery and its activities to visitors.
- Attend and report on visitor services activity at weekly Operations planning meetings and DPG weekly staff meetings when required.
- Be a principle point of contact for all visitor comments, complaints and responses.

#### Security

- Work closely with the Head of Operations and Site and Security Manager to assess risk and develop improved health, safety and security policy that can effectively prevent and respond to potential incidents involving the public.
- With the Site and Security Manager ensure compliance with the security and access policy of the building, gallery and artworks.
- Ensure that the Visitor Services team work efficiently and effectively within the galleries to ensure public safety, security of collections and effective visitor flow. At all times be vigilant to the safety and security of the exhibits in line with GIS guidelines.
- Act as Duty Manager, alternating with the Site and Security Manager and Head of Operations and IT
- Be pro-active in dealing with and reporting issues as they arise
- Take a lead role in and coordinate emergency evacuations
- Be a designated first aider for the organisation and undertake training if required.

This job description is not exhaustive and the postholder may be required to perform other duties as reasonably determined by the Gallery or its Head of Operations and IT

#### **Person specification**

##### *Essential competencies*

- A passionate and persuasive communicator who has a sound understanding and real enthusiasm for the highest levels of customer service that will inspire others
- Strong leadership and people management skills: the ability to lead, inspire and train staff
- At least 2-3 years' experience in a similar role, preferably with an arts or cultural organisation
- Demonstrable experience of managing teams
- Experience of rostering and maintaining effective staffing levels
- Pro-active self-starter and problem solver

- Able to work both individually and as part of a team and communicate effectively with staff in other departments
- Excellent Microsoft Office skills
- Experience with box office/ticketing systems, ideally Tessitura
- Excellent time management skills, team player and can do, positive approach

#### *Desirable competencies*

- An interest in art and culture, preferably with knowledge of Old Master paintings
- Experience of working in a historic building or heritage site
- Educated to degree level

#### Terms and conditions

Salary £25,000-30,000 dependent on experience

25 days annual leave, plus statutory holidays and 2 additional discretionary days.

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

This post is offered on a standard office contract but the postholder will be required to work their hours to meet the Gallery's operational needs. The Gallery is open to the public all year six days a week including bank holidays. Regular weekend working will be required as well as some evenings and bank holidays.

Please note this role will require you to obtain a satisfactory clearance from the Disclosure and Barring Service formally known as the Criminal Records Bureau (CRB) Disclosure

#### Application process

To apply, please send a CV and cover letter to [recruitment@dulwichpicturegallery.org.uk](mailto:recruitment@dulwichpicturegallery.org.uk)

The closing date for applications is 12pm Monday 17 July

Interviews will take place on Friday 21 July