

JOB DESCRIPTION

Visitor Experience Team Supervisor

Reporting to:	Head of Finance and Operations
Responsible for:	The supervision of all Visitor Experience Team members (staff and volunteers). Budgets specific to areas of responsibility.
Salary scale:	£14,560 per annum, pro rata / £10 per hour
Hours:	28 hours per week (4 days per week at 7 hours per day) according to rota working pattern and programme events.

Purpose:

To play a key role in ensuring MOSTYN's visitors enjoy their visit in a safe and secure environment, and to demonstrate a flexible approach to the different responsibilities of the post.

To ensure artworks and displays in the galleries are supervised and monitored at all times by the Visitor Experience Team (staff and volunteers), in accordance with loan conditions and/or temporary exhibition standards, including current protocols and procedures for Health and Safety.

To provide a high standard of customer service through the supervision and training of the Visitor Experience Team (staff and volunteers), optimising the potential for income generation through the promotion of MOSTYN and providing information and request for donations – thereby contributing to MOSTYN's entrepreneurial approach towards sustainability.

Main duties:

Ensure the Visitor Experience Team (staff and volunteers) reflect MOSTYN's brand and supports MOSTYN's programme.

Ensure facilities are presented at their best, kept clean and safe, and advising those responsible on suitable signage, interpretation and information that would enhance the visitor experience.

Ensure the safety and security of works on display, following specified requirements for ongoing display and maintenance of works in MOSTYN's care, highlighting problems/issues to the appropriate internal functions.

Invigilation of exhibitions alongside the Visitor Experience Team members (staff and volunteers).

As required, work as part of the exhibition installation/de-installation team, assisting the Curator of Visual Arts and Operations & Facilities Manager in presenting works to best effect.

Ensure visitors are greeted and acknowledged by the Visitor Experience Team and appropriately informed on exhibitions, programmes and displays through sharing of information.

Ensure in-house digital screens and printed material are up-to-date and of sufficient quantity throughout the building, and deal effectively with enquiries.

Ensure up-to-date information and key messages from Exhibitions, Engagement, Learning & Education, Audience Relations and Partnerships & Fundraising teams are available for the Visitor Experience Team (staff and volunteers) to share with visitors and promote what is on offer at MOSTYN.

Ensure the Visitor Experience Team members are fully informed and trained as to the Exhibition, Engagement, Learning & Social Inclusion programmes and retail offer.

Uphold standards and requirements for MOSTYN's visitor experience and exhibitions safety, working in collaboration with the Curator of Visual Arts, Audience Relations Manager, Retail Manager, Head of Finance and Operations, Operations and Facilities Manager, and the Learning and Social Inclusion team.

Attend any training and communication events that enable the standards and requirements above, and undertake other relevant duties that may be delegated by MOSTYN Director or Head of Finance and Operations.

Set and supervise the gallery and Visitor Experience Team (staff and volunteers) staffing rota and ensure the facilities are sufficiently resourced, including overseeing HR admin tasks for Visitor Experience Team, monitoring contracted gallery staff time management, promotion, induction and preparation for volunteering scheme, and other admin tasks necessary for the successful and satisfactory running of the Visitor Experience Team.

Conduct group tours and short talks for schools, colleges, community and interest groups, and general audience members, as appropriate and agreed with the Curator of Visual Arts and the Learning & Inclusion Coordinators.

Conduct, in person and through the Visitor Experience Team, periodical visitor surveys or other as agreed with the Audience Relations Manager.

Keep abreast of latest development in contemporary art and gallery visitor services.

Actively contribute to and support fundraising, and be aware of MOSTYN's case for need.

Report regularly to the Head of Finance and Operations, and help preparing the quarterly reports for the Director's Report to the Gallery Council as appropriate.

In common with all post holders, the Visitor Experience Team Supervisor is expected:

- To take responsibility for their own and their colleagues' health and safety
- To ensure the security of the gallery and other spaces in MOSTYN
- To act as an advocate of MOSTYN and promote its vision and activities
- To collaborate with all other departments
- To ensure MOSTYN systems, policies and processes are adhered to in the execution of the duties.

This is not an exhaustive list of duties. It may be necessary to undertake other reasonable duties for the successful execution of this role and to meet the aims of the organisation.

Please note that working on some weekends is a compulsory part of this post.

Successful applicants will also be expected to be flexible to cover other staff's Annual Leave, and there may be an occasional requirement to work unsocial hours in the execution of this role.

Outline person specification:

Knowledge:

- Contemporary art sector and management in contemporary art galleries.
- An understanding of the key elements of a positive and safe visitor experience, including the steps and elements to guarantee a successful Visitor Service and Staff Satisfaction.
- Passion for bringing contemporary issues through the arts to life and engaging as wide an audience as possible to the benefits, challenges and opportunities of contemporary art.

Skills:

- Leadership and supervision skills to lead a small team (staff and volunteers).
- Able to define requirements, and plan and execute projects and tasks to agreed expectations.
- Numerate and able to cost activities and initiatives, and to successfully manage a rota system and budget, including monitoring wage and staffing costs.
- -Able to anticipate problems/issues/risks and manage these through to successful conclusion.
- Proficient in the use of Microsoft Word and Excel.
- Excellent communication and timekeeping skills.

Experience:

- Previous experience of a leadership or supervisory role.
- Presentation of artwork and customer services in an exhibition context.
- Working in a visual arts environment contributing to the achievement of its vision, aims and aspirations.

We work in both English and Welsh and fluency in Welsh (both written and spoken) is desirable, but not essential, for this post.

MOSTYN is committed to creating a diverse environment and is proud to be an equal opportunity employer. We encourage applications from all sections of the community, in Welsh or English. All qualified applicants will receive consideration for employment without regard to race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, disability or age. We offer a range of family friendly, inclusive employment policies and flexible working arrangements.

To apply, please send CV and brief covering letter to: steph@mostyn.org

Application deadline: 5pm on 31st August 2020

Interviews will be held on: 3rd September 2020 and 7th September 2020