

Turner Contemporary

JOB DESCRIPTION

Job Title: Senior Visitor Experience & Operations Manager

Responsible to: Head of Visitor Experience & Engagement

Introduction

At Turner Contemporary, our mission is art inspiring change. The arts challenge our thinking and help us to see the world differently enabling opportunities for discussion, debate, learning and listening. Our values are that Turner Contemporary is:

- **Enterprising** – we create value for ourselves, our community and our partners by being responsive to new opportunities; we encourage collaboration, creativity and initiative from our team
- **Welcoming** – we are friendly and warm, while maintaining professionalism in practice and behaviour; we ensure that the principles of inclusivity and equality are evident in how we work with our colleagues, audiences and communities
- **Questioning** – our philosophy is one of investigation, being attuned to audience need, unlocking understanding and asking tough questions, especially of ourselves
- **Belonging** - equity, equality, diversity and inclusion are essential to our ethos now and in the future.

Purpose of Job/Key objectives

- Lead the strategy to deliver an outstanding visitor experience and customer service at Turner Contemporary via all points of contact. This includes ensuring that visitor data is well managed and informs future planning, and that income generation and learning opportunities are fully supported.
- Lead the Estates, Facilities and IT team to make the building efficient, sustainable, safe, well maintained and presented to a high standard. This includes ensuring that security functions are covering all gallery needs and efficiently managed and developing key external relationships with partners such as the local Police and Fire Services.
- Manage the front of house team and volunteers, including Visitor Engagement Managers and Engagement Assistants. This includes overseeing rota management for the whole FOH team (including Retail colleagues), performance management, data management and visitor responses, ensuring that staff have an appropriate level of knowledge and are able to play an active part in public engagement.
- Oversee the negotiation and operation of a range of key contracts with external suppliers, ensuring that they deliver an integrated and cost-effective service relating to customer care, health and safety, maintenance, events, cleaning, technology and security.

- Develop a fit for purpose full FOH training plan to support effective customer service delivery across the teams
- Ensure that communication and systems across the Front of House teams are effective and responsive at all times; develop regular appropriate strategic meetings structure to match visitor experience and buildings needs to organisational planning
- Act as Duty Manager for the gallery on a rota basis, taking responsibility for site operations and the response to incidents.
- Contribute to the leadership and management of Turner Contemporary by playing an active role in the work of the Strategic Leadership Team.

Principal Duties/Tasks and responsibilities

Visitor Experience

1. Support the strategic delivery of high-level visitor experience, including appropriate development of online information, ticketing management and visitor data with colleagues in other teams.
2. Organise and deliver effective Visitor Experience management; leading, managing and inspiring the front of house team, and ensuring effective rota management for the Engagement assistants to provide cover during opening hours.
3. Line manage the Visitor Experience Managers and have overall responsibility for the effective performance management of the Engagement Assistants. This includes regular appraisals and monitoring of performance and objectives to a common high standard.
4. Develop a comprehensive training and development plan for the Front of House team to deliver an exceptional welcome and experience for visitors, especially providing information, engaging in activities, data capture and supporting volunteers.
5. Lead the strategy for developing GDPR compliant data capture from visitors; strategically plan how to communicate with them and how best to utilise data and feedback to ensure continuous improvement and efficiency in line with VAQAS <http://www.visitengland.org/busdev/accreditation/attractions/> . Oversee the ongoing and effective collection of visitor feedback and ensure that data gathered from visitors is strategically used for future planning by other teams.
6. Support the effective management of donations, both online and in-gallery, through practical delivery and training.
7. Manage the public-facing aspects of the development and delivery of activities, ensuring that spaces are appropriately staffed and presented at all times to satisfy high levels of security and customer care.
8. Work with Head of Retail and other colleagues to plan entrepreneurial approach to visitor experience, including development of seasonal activities and regular online appeals.
9. Monitor and manage the display and presentation of visitor information for Front of House areas, liaising with the Programming, Development and Communications staff as necessary.

Operations & Facilities

1. Lead the strategic delivery of facilities and buildings management, maintenance and redevelopment for the gallery as well as the security function for the building.
2. Line manage the Estates, Facilities and IT Manager to ensure all IT, sustainability, maintenance, facilities and security priorities are supported, including appropriate and safe use of effective IT systems for staff and visitors, in particular online information and ticketing.

3. Take overall responsibility for health and safety and security procedures, ensuring the safety and welfare of visitors and staff, driving the implementation of the Health and Safety and Safeguarding policies across the organisation and working with colleagues to regularly monitor and review these.
4. Review, develop, and implement all operational procedures to ensure that they are effective, represent best practice and are properly adhered to across the organisation
5. Ensure that contracts with external suppliers deliver an integrated service relating to customer care, health and safety, maintenance, events, cleaning and security; lead relationships with relevant external contractors and help negotiate and renew contracts.
6. Responsible for Health & Safety, Fire Safety, First Aid, Disability Awareness, Customer Care, and other statutory obligations, ensuring necessary training and staff cover are in place at all times and accessibility for all visitors to Turner Contemporary.
7. Be the main point of contact with the Fire and Police in terms of developing effective stakeholder relationships, and with relevant contractors.
8. Ensure the professional operational delivery of key events and activities, including commercial hires and public events, both during and outside of normal gallery opening hours.

Finance & Budget management

1. Contract negotiation and ultimate management responsibility with designated suppliers for security, FM and other contracted services.
2. Ensure effective and creative management of the front of house and building budgets.
3. Support income generation across all Visitor Experience teams.
4. Work creatively to ensure best use of resources, and to contribute to the organisation's sustainability.

Other

1. Act as an advocate for Turner Contemporary's values and mission as well as the gallery's role in Margate.
2. Contribute effectively to the leadership and management of Turner Contemporary by playing an active role in the work of the Strategic Leadership Team. This includes the development and implementation of Turner Contemporary's Business Plan and strategic objectives, including reviewing the culture of the organisation, and ensuring the gallery's sustainability and resilience.
3. Ensure that the principles of inclusivity and equality are evident in your behaviour and work with colleagues, contractors and visitors.
4. Carry out any other duty as directed by the line manager in accordance with the level of the post. Flexibility regarding availability outside normal working hours is required to attend events, openings and meetings.

NB this job description is provided to assist the post holder to know their principal duties. It may be amended from time to time in consultation with you, by or on behalf of the Director of Turner Contemporary without change to the level of responsibility appropriate to the grading of the post.

Person Specification

Specification	Essential	Desirable
<p>Qualifications and licences:</p> <ul style="list-style-type: none"> • Extensive experience of Health and Safety management in a public building • First aid at work training • Project management training, including budgeting • Experience of collecting and managing customer data, and knowledge of GDPR • Diversity training 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p>Skills:</p> <ul style="list-style-type: none"> • Demonstrable people management skills, including performance management • Motivational and engaging leadership, based on organisational vision and values – excellent communicator with all levels of the organisation • Substantial planning and customer service experience, including customer data management – strong understanding of detail and technology, including online ticketing • Experience and knowledge of effective public building maintenance and security management • Excellent written and verbal communication skills • Experience of growing a business through commercial activity 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p>
<p>Work Experience:</p> <ul style="list-style-type: none"> • Experience of a senior management of a high quality visitor/customer operation, with a sound understanding of best practice in visitor management, including strategy planning for visitor data • Experience of setting budgets and implementing detailed digital rota programmes, their implementation and related training • Experience of managing a public access building, including building, security and technical services and contracts • Experience of successfully managing a large team with effective and motivating performance management 	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

<ul style="list-style-type: none"> • Experience of negotiating and managing external technical contract services and budgets • Awareness and good working knowledge of equalities legislation, in order to attract and meet the needs of a diverse audience and GDPR in terms of data management • Awareness and experience of buildings maintenance and security legislation and good practice 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	
<p>Behaviours/characteristics:</p> <ul style="list-style-type: none"> • Excellent management and motivation skills with strong understanding and appetite for change management • Detailed strategic planner, able to think long-term and problem solve • A passion for visitor experience • Deep understanding of building security and systems management • Strong understanding of technology and strategic aspects of data management • Interest in the visual arts and understanding of the aims and objectives of Turner Contemporary 	<p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p> <p style="text-align: center;">✓</p>	

Key conditions of service

Hours:	Full time (37.5 hrs) from Wednesday to Sunday, and including some evening work
Salary:	£36,000 per annum
Contract:	Permanent
Location:	Turner Contemporary, Margate, Kent
Leave:	25 days per annum plus 8 Bank Holidays (Total 33 days)
Probation:	6 months

Deadline for applications: 9am on Monday 22 March 2021

Interviews to be held: Friday 9 April 2021 (online)

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.