

JOB DESCRIPTION

Job Title: Visitor Engagement Manager

Responsible to: Senior VE and Operations Manager

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

You will inspire and motivate Turner Contemporary's front-facing team to deliver an exceptional, enjoyable and engaging experience for all visitors. You will ensure conversation and personal interaction is at the centre of the visitor experience and that access is both inviting and illuminating.

You will support the line management of the Engagement Assistant team, ensuring the team are well briefed and safe, secure and compliant with relevant legislation and policies.

You will act as Duty Manager for the gallery on a rota basis, taking responsibility for site operations and the response to incidents.

You will ensure the safety and security of Turner Contemporary's building, artworks and visitor and help drive the increase of revenue and donations. You will support the safe collection, management and analysis of visitor bookings and data and the delivery of a variety of talks, workshops and events.

Principal Duties/Tasks and responsibilities

Visitor Experience

- Inspire and motivate the front facing team to ensure delivery of an exceptional standard of visitor and artwork care, safety, security and building presentation at all times.
- Lead the team to communicate important messages to visitors to encourage engagement and charitable giving, answering their questions, enhancing their engagement, knowledge and understanding of the gallery's exhibitions and physical and online resources.
- Respond to complaints, taking prompt and appropriate action to resolve any issues.
- Ensure the galleries are ready for opening to the public each day in accordance with exhibition specific guidelines, and that front of house staff are ready for opening and briefed for the day ahead.
- Work with the facilities team to ensure that all public spaces are presented to the highest possible standards. Ensure that visitor information is readily available and on site and online information is up to date.
- Work closely with the Head of Retail to ensure that the shop is able to provide an exceptional service to all visitors.
- Organise and manage events and functions, which could be at any time during the week, weekends and bank holidays occasionally including late night working.
- Have full and up to date knowledge of all exhibitions, events and the Turner Contemporary programme. Coach and develop your team to ensure their skills and knowledge of Turner Contemporary activities is up-to date.
- Ensure learning activities are delivered by Engagement Assistants to a high standard.
- Manage group bookings administration and audience bookings and research, in line with the needs of the organisation.
- Liaise effectively with colleagues across the organisation to ensure that visitor experience is considered.

Health and Safety/Security

- Act as Duty Manager on a rota basis. This involves taking overall responsibility for all aspects of public and asset safety and security and visitor care during opening hours and taking management control of building/site-wide incidents and emergencies.
- Support the Duty Manager in dealing with any emergencies, security incidents or accidents that may occur ensuring that correct procedures are followed.
- Ensure the safety and security of visitors, staff and works of art through the implementation of agreed health, safety and security procedures and by overseeing the operational performance of front facing staff.
- Act as designated first aider for the organisation undertaking additional training as required.
- Take a lead role in and coordinate any emergency evacuations as required, following emergency procedures and ensuring the safety of visitors at all times.

Management

- Have line management responsibility for a dedicated team of Engagement Assistants, including being responsible for the recruitment and selection, induction, attendance, training and performance management of your team.
- Lead team meetings as required and ensure effective communication channels exist for notifying changes and developments to your own team and the wider team.
- Deliver induction and training sessions to Engagement Assistants.
- Manage the roster for Engagement Assistants and Retail Assistants, scheduling to ensure that the gallery is staffed appropriately.
- Support the implementation and delivery of a visitor booking system as required.
- Adhere to strict cash handling procedures in the processing of cash.
- Pro-actively monitor the building fabric and systems reporting issues as they arise to the appropriate person.
- Undertake any other duties as reasonably directed.

N.B. 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

Out of hours work in evenings and at weekends required.

Person Specification

Specification	Essential	Desirable
Qualifications: <ul style="list-style-type: none"> • First Aid certificate • Accredited visitor service training • Diversity/Inclusion or unconscious bias training 		<ul style="list-style-type: none"> ✓ ✓ ✓
Skills and Experience: <ul style="list-style-type: none"> • Minimum 2 years supervisory experience including previous line management experience • A strong background in customer or visitor services • Excellent communication skills with a broad range of people • Cash Handling Experience • Experience in managing events • Experience of Health and Safety issues in relation to a public space • Strong IT skills, experience in Microsoft office applications, digital rota systems, online visitor booking systems • Flexible approach to working hours • Experience of handling security issues • Experience of coordinating emergency 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓

procedures	✓	
• Interest in and knowledge of the visual arts and understanding of the mission and values of Turner Contemporary	✓	

Key conditions of service

- Hours:** 15 hours per week (2 days) including some weekend and evening work
- Salary:** £22,782 per annum pro rata
- Contract:** Permanent
- Location:** Turner Contemporary, Margate
- Leave:** 25 days per annum plus 8 Bank Holidays (Total 33 days) pro rata
- Probation:** 6 months

Deadline for applications: 10am Friday 25 June 2021

Interviews to be held: Wednesday 7 July 2021 and will take place 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.