

JOB DESCRIPTION



Job Title:	Visitor Services Supervisor
Responsible to:	Visitor Operations Manager
Responsible for:	Visitor Services Assistants and Venue Assistants
External contacts:	Contractors, Suppliers, Visiting Companies/Promoters, Community and Business Partners, General public, Members, Young People, Artists, Tutors, Schools, Parents, Youth and Community Organisers, Ticket Agencies, Licensing Authorities, Emergency Services, Contracted Services.

About the Roundhouse:

The Roundhouse is a place of great spectacle and a home for young talent. It is a hub of inspiration where artists and emerging talents create extraordinary work and where young people can grow creatively as individuals. We believe in the power of creativity to change lives.

By giving young people aged 11-25 the chance to engage with the arts through music, new media and performance projects, we inspire them to reach further, dream bigger, and achieve more.

The Roundhouse's Vision:

Our vision is to be a hub of outstanding performance and learning powered by great artists and young people.

Roundhouse Visitor Services:

Over 300,000 people visit the Roundhouse each year to attend a wide range of events, take part in a project, use the Studio facilities or simply enjoy the building. The Roundhouse is committed to providing a memorable experience for all its visitors and to ensuring that they are warmly welcomed and taken care of from the moment they get in touch or arrive on-site. Central to that commitment is ensuring that the Visitor Services team works closely together to pre-empt visitors' needs and solve any issues that arise. They strive to be professional, efficient and friendly, offering a first class service at all times.

MAIN PURPOSE OF POSITION

To ensure that each day's front of house operation offers a first class service to all visitors by supervising the central information desk and the box office counter operation prior to a performance.

To manage and motivate the team of Visitor Services Assistants and Venue Assistants in the smooth running of ticketing, studio, information desk, cloakroom, merchandise and venue operation on a daily basis.

To act as the conduit between Ticketing management and Youth Policy and Engagement management, in supervising the work of the Assistant team.

To ensure that across all Front of House operations, recommendations are made as to resources required, prioritised tasks are completed on time and processes and associated data entry are consistently adhered and accurate.

To act as Duty Manager for the daytime operation, Studio facilities, the Studio Theatre and in support of the Duty Manager of Main Space events.

MAIN DUTIES AND RESPONSIBILITIES

The Visitor Services Supervisor will:

- Promote first class service delivery through their teams of Visitor Services Assistants and Venue Assistants.
- Oversee a shift working primarily at the central Information Desk or the Box Office counter, ensuring that these operations are efficiently run alongside other front of house operations.
- Run the daily central Information Desk, including;
Having liaised with the Youth Policy and Engagement team as required
Ensuring information about projects and activities has been shared with the team
Supervising work between the desk and back office as required
Liaising with teachers and project leaders in the registration of projects
Dealing with any elevated queries or concerns from young people and other project participants.
- Run the Box Office counter operation for a performance;
Having sought input from Ticketing management and the internal artistic team or external promoter as required.
Liaise with ticket agencies regarding allocations, mark-backs, reconciliations and ticket collection. Act as a point of contact for TicketZone to ensure good communication flow and assistance as required.
Attend ticketing meetings as deemed appropriate by Ticketing management to ensure that non-standard ticketing requirements are understood and communicated to the team.
Generate sales reports on the day of a performance as required.
Manage ticket collections, despatch and guests lists as required.
- Supervise the reconciliation of tills and batches across all front of house operations as required, investigating any anomalies that arise. Take responsibility for the safe and accurate banking and transporting of documentation and cash.
- Ensure processes and data entry are carried out accurately and consistently – training and monitoring these within studio, ticketing and cloakroom/merchandise.
- Carry out administrative work (answering emails, set-up of studio events, membership and project administration).
- Provide the Visitor Operations Manager with advice regarding daily resource requirements and create and maintain rosters for the Assistant teams.
- Line manage a team of Visitor Services and Venue Assistants, providing them with feedback, appraisal and development/training opportunities.
- Attend the Visitor Services Resources group meeting on a rotational basis.
- Duty manage the daytime operation, the studio operation and the studio theatre on a rotational basis, and provide support to the Duty Manager of the main space event.
- Inputs sales data re front of house income into a central database to monitor performance and set future targets.
- To participate in all training sessions in a positive, willing and thoughtful manner.

General

- To be committed to putting young people at the heart of everything we do
- To promote and comply with current legislation and the Roundhouses policies on Equality, Diversity and Health & Safety both in the delivery of services and the treatment of others.
- To promote, develop and comply with our policies and practices to lessen the environmental impact of the Roundhouse
- To be responsible for identifying and undertaking training and personal development to meet business needs.
- To undertake any other reasonable duties, commensurate with the level of the post so as to ensure the smooth running of the Roundhouse.

REVIEW ARRANGEMENTS

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes

PERSON SPECIFICATION

Essential

- Experience of supervising a busy counter/reception desk and ensuring a first class service delivery.
- Experience of working with ticketing and event management databases.
- Experience of supervising staff and motivating individual and team performance.
- Ability to prioritise tasks, individually and for the team, monitoring work-loads and ensuring deadlines are met.
- An ability to sell and promote the Roundhouse and all its services and activities.
- Experience of dealing with difficult customer situations in a calm and professional manner.
- Confidence and accuracy when dealing with financial reports and cash settlement.
- Experience in duty managing/supervising staff for events.

Desirable

- Experience of using Tessitura and Artifax databases.
- Experience of working with young people.
- Ability to develop processes and train staff.

Conditions

Contract:	Permanent
Hours:	40 hours per week, on a rota over 7 days. The post will involve working some unsocial hours.
Annual Leave:	The annual leave year runs from April to March, and you will be entitled to 25 days pro rata per annum plus bank holidays.
Notice Period:	6 weeks