

## **Job Description for: Seasonal Visitor Operations Support Manager**

<b>Job Title:</b>	<b>Visitor Operations Support Manager (Seasonal)</b>
<b>Responsible to:</b>	<b>Head of Scone Palace</b>
<b>Responsible for:</b>	No line management responsibility, however, supervisory and coaching of front of house teams, in conjunction with relevant Heads of Department
<b>Main purpose of job:</b>	Supporting the Head of Scone Palace to oversee Visitor Operations, ensuring continuity is maintained between teams and ensuring every visit is extra special to exceed our visitors' expectations.

### **Main responsibilities include:**

- Undertake Duty Manager shifts as required to support the Visitor Operations (VO) front of house teams (Retail/Catering/Admissions)
- Monitor the standards and performance of VO team members with an emphasis on coaching and teamwork
- Support with the delivery of new starter induction and help ensure VO teams comply with company policies and procedures
- Ensure VO team members have current knowledge of our offerings to drive additional dwell time and repeat visits
- Work with Heads of Departments to plan VO departmental rotas and monitor VO staffing levels to meet business demands
- Maintain good communication and working relationships with all teams across the business
- Ensure high standards of presentation in all public areas
- Handle telephone calls, emails and visitor and sales enquiries
- Help ensure security of buildings and keys in conjunction with the Caretaking Team
- Support VO teams with cash handling, security of daily takings and finalising sales systems where needed
- Use of business systems such as tills/EPOS/booking systems etc.
- Confident handling of customer enquiries and any issues that may arise
- Reporting and recording of any incidents/accidents as required
- Undertake wider Estate related administrative tasks which may arise from time to time
- Responsible for the health and safety of self, staff and visitors, reporting any incidents or concerns to senior management
- Overseeing the safety of staff and the general public whilst in the Palace, being available to deal with any issues that may arise, e.g. fire evacuations, Palace closures
- Keeping up to date with all Standard Operating Procedures and adhering to S.O.P.'s manuals
- Any reasonable duties requested by the Head of Scone Palace or Mansfield Family

### **Requirements of the Role:**

- Have demonstrable experience of a similar supervisory role
- Excellent communication, presentation and interpersonal skills
- Have excellent IT skills
- Be passionate about delivering excellent customer service with a great eye for detail
- The ability to coach staff to achieve standards required
- A flexible and adaptive manner and positive attitude with a willingness to go the extra mile
- A good understanding of health and safety compliance
- The ability to work efficiently in a busy environment and well within a team
- Be able to work effectively using own initiative
- The willingness to undertake any training necessary for the role
- Maintain a high standard of punctuality and professionalism
- First Aid qualification and holder of Personal Licence (alcohol licensing) would be advantageous
- Holder of IOSH/NEBOS Health & Safety qualification or similar is desirable

*This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive*

*January 2025*