

Job Description for: Visitor Operations Support Manager

Job Title:	Visitor Operations Support Manager (Seasonal)
Responsible to:	Head of Scone Palace
Responsible for:	No line management responsibility, however, supervisory and coaching of front of house teams, in conjunction with relevant Heads of Department
Main purpose of job:	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)
- Maintain 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 good IT skills (Outlook, Word, Excel)
- 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