**Visitor Services Supervisor**



Job description

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**Background**

For over a century the Whitechapel Gallery has premiered world-class

artists from modern masters such as Pablo Picasso, Jackson Pollock,

Mark Rothko and Frida Kahlo to contemporaries such as Sophie Calle,

Lucian Freud, Gilbert & George and Mark Wallinger.

With beautiful galleries, exhibitions, artist commissions, collection

displays, historic archives, education resources, inspiring art courses,

dining room and bookshop, the Gallery is open all year

round, so there is always something free to see.

The Gallery is a touchstone for contemporary art internationally, plays

a central role in London’s cultural landscape and is pivotal to the

continued growth of the world’s most vibrant contemporary art quarter.

**Role**

The Visitor Services Supervisor leads a visitor-facing team responsible for reception, information, ticketing, sales and all-round excellent customer service.

They hold direct line-management responsibilities for Casual Visitor Services Assistants – Tickets and casual staff. They also take responsibility for rotas, holiday and TOIL.

The Visitor Services Supervisor is a vital communicator across departments, working on special projects and making an organisation-wide contribution to decision-making by providing specific reports and information.

They develop, implement and continuously improve systems, staff training, policies and procedures, and hold main responsibility for record keeping and the production of visitor statistics.

**Accountability**

TheVisitor Services Supervisor is part of the visitor services team and is managed by the Visitor Services Manager.

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**Job description**

**Duties and responsibilities**

**Visitor experience**

* Leading the team in providing excellent customer care in accordance with and in support of the Gallery’s vision, goals and mission.
* Facilitating a welcoming atmosphere for all visitors and actively promoting access to the gallery.
* Managing and putting into practice effective systems for the Information Desk’s operation; including information management, sales systems, ticketing, reception, meet & greet and switchboard services, deliveries and dispatch, operation and administration of special projects, etc.
* Ensuring cloak room services, including lost & found, operate smoothly.
* Ensure that any changes to timings, schedule and opening hours are communicated clearly to visitors and staff via website and internal temporary signage.
* Working ‘the floor’ alongside colleagues and leading by example. Covering breaks, colleague’s absences and any other rota gaps when workloads allow.
* Ensure all foyer desks are presentable and correctly stocked at all times.
* Ensuring Edition sales and box office ticketing systems in visitor services are user-friendly and contribute positively to visitors’ experience
* Communicating visitor services policy to other departments where appropriate

**Ticketing/sales**

* Assisting the Visitor Services Manager in recording and maintaining a clear record of sales and visitor statistics

* Assisting in updating and maintaining box office ticketing software.
* Cash recording and taking main responsibility for reconciling all cash takings
* Promoting the membership scheme, ensuring visitor services systems enable best possible environment for optimal membership uptake.
* Promoting Edition sales, working with Ventures and the Editions Sales Officer, to create the best possible environment for optimal edition sales.

**Staff management**

* Taking responsibility for the line management of casual contracted Visitor Services Assistants.
* Coordinating staff rotas
* Managing staff holidays, sickness and TOIL
* Working with the Visitor Services Manager to coordinate interviews and interviewing new staff
* Undertake induction training for all new staff
* Any other supervisory tasks as agreed with the Visitor Services Manager

**Other**

* Adhering to the Whitechapel Gallery’s Health and Safety policy and dress code
* Any other duties as directed by the Visitor Services Manager
* Attending training
* Represent Whitechapel Gallery at public events, meetings and networking on behalf of the organisation

**Person specification**

**Essential**

* Proven supervisory experience in a retail, customer/visitor services operation
* Strong, proven, organisational, communication (oral and written) and administrative skills
* Strong, proven, customer care/service experience and skills
* Practical and hands on approach
* Able to respond using own initiative and a good team player
* Experience of working with the public and dealing with complaints
* Excellent computer skills with a high level of proficiency in databases, Excel and Word

**Desirable**

* Interest in, and knowledge of, contemporary art
* First Aid certificate
* Modern languages
* Further advanced IT skills including PowerPoint
* Experience of working operationally in a public building

**Conditions of work**

* Permanent contract: full time
* Hours of work: Five days per week, Monday, Tuesday, Wednesday, Thursday and Sunday, totaling 36.25 hours, including some evening work, which will be compensated by time off in lieu
* Starting salary: £23,000 gross per annum
* The period of notice is 2 month in writing on either side

In addition to your salary, the benefits you are eligible to receive, subject to availability, are:

* 25 days annual holiday (pro rata for part-time staff)
* Option of 4.5% of your gross salary provided as employers’ pension contribution , after successful completion of probation
* Discount from the Gallery bookshop (subject to availability)
* Discount from the Whitechapel Café/Bar (subject to availability)
* Discounts on editions (one per edition) and publications (subject to availability)
* Annual research/travel grant of £200
* Training opportunities
* Option to participate in the Busy Bees Childcare Voucher scheme