



JOB DESCRIPTION

JOB TITLE: Visitor Experience Supervisor

HOURS: 35 hours per week

SALARY: £25,500 per annum

RESPONSIBLE TO: Visitor Experience Manager

Main Duties

- Responsible for the coordination and administration of the Visitor Experience department including managing staff rotas, scheduling training programmes for casual workers and leading team meetings.
- Prepare accurate weekly and monthly payroll documentation and maintain accurate hours records for all Visitor Experience annualised and casual staff.
- On a weekly basis, input the department's actual casual spend, including recharges, into the department's casual staff budget.
- Responsible for the daily coordination of SDR, VEAs, and Volunteers for performances, events, and other building activities.
- When required, lead on the setup and clear down of event spaces and equipment, as well as the delivery of commercial and theatre-wide events, ensuring all aspects are executed to the highest professional standard.
- Undertake Duty Manager responsibilities as required by the rota, including performance shifts and covering Stage Door breaks. Maintain up to date knowledge and awareness of procedures in Front of House and other relevant areas to enable efficient problem solving.
- Act as the first point of contact for volunteer queries and shift bookings.
- Coordinate communications with casual and volunteer staff, ensuring all personnel are kept up-to-date with building information.
- Maintain the operational calendar of events, activities, signage requests, public space exhibitions, tours, etc., including setting building opening requirements and notifying Visitor Experience Management of any out-of-hours requests.
- Assist with administration of lost property across the site, including suitable disposal procedures.
- Order stock, supplies, and other department-relevant equipment such as uniforms, first aid supplies, stationery, and cleaning supplies. Raise purchase order numbers and approve invoices once goods have been received.
- Maintain Visitor Experience details on the company's venue management system, ensuring building times and space requirements are updated.
- Work with the rest of the department to ensure all appropriate performance information is gathered and create show warning and information signage for display to visitors.
- Coordinate bi-annual casual front-of-house team training sessions, including rotas, space, and resource booking.
- Administratively support the department's recruitment, preparing assessment/interview documents and working with HR to ensure all training and documentation is completed.
- Facilitate good communication across the department and with other departments in the organisation, introducing initiatives that encourage teamwork and integration. Promote the department internally and externally, raising awareness of its role and achievements.

- Comply with and uphold the principles of relevant legislation and company policies and procedures.
- Be an ambassador and advocate for RET and promote RET's company values and behaviours.
- Undertake any additional tasks as may reasonably be required from time to time.

It is a requirement of RET that all staff work in a flexible manner compatible with their roles and in line with the objectives of the Company. The Visitor Experience Supervisor will be required to work weekends and evenings as necessary for the proper performance of their duties.

Please note that the job description for this position may be reviewed and amended to incorporate future business needs.

PERSON SPECIFICATION

Essential: The successful candidate will meet the majority of these requirements.

Experience

- Demonstrable administrative experience, ideally in a customer-facing role.
- Proven ability to deliver high-quality customer service in person, by telephone, and via email.
- Experience working with casual workers and volunteers.
- Ability to respond quickly to situations, resolve problems, and follow up with solutions.

Skills and Knowledge

- IT literate, with experience using complex database spreadsheets, MS Office – specifically Excel, and managing multiple email accounts.
- Strong organisational and time management skills.
- Ability to work under pressure in a busy environment.
- A proactive, solution-focused, and "can-do" attitude.
- Strong written and verbal communication skills.
- GCSE or equivalent in English and Maths.

Personal Attributes

- Ability to work confidently and effectively with a wide range of people, communicating well at all levels, both internally and externally.
- Enthusiastic, committed, and energetic, with a flexible attitude to changing needs.
- Excellent team player with a collaborative approach.
- Good self-presentation skills.
- Honest, punctual, and dependable.
- A genuine interest in working in the arts environment.
- A commitment to the aims and objectives of the Theatre and specifically the Visitor Experience department, including a willingness to embrace company values.

Desirable: The successful candidate should meet some of these requirements.

Experience

- Knowledge or experience of working in a high-pressure customer service environment.
- Knowledge of the arts, and theatre-related issues through study, work, or volunteering.

- Proven experience in cash handling and reconciliation.

Skills and Knowledge

- Knowledge of General Data Protection Regulations (GDPR).
- First Aid at Work Qualification.
- Awareness of Health & Safety issues.

Personal Attributes

- Committed to personal learning and development on an ongoing basis.