

PITZHANGER

MANOR & GALLERY

Visitor Experience Assistant Manager

Department Commercial & Operations

Reports to Front of House Manager, Pitzhanger Manor & Gallery Trust (PMGT)

Hours of work 35 inclusive of a 1 hour break, including regular weekend, evening and bank holidays on a rostered basis

Salary £23,000-£24,000 per annum

Pitzhanger Manor is the Grade 1 listed 'country' house of Sir John Soane, designed and built by Soane 1800-1804 in what was then rural Ealing, West London. Pitzhanger has just reopened to the public following a £12m HLF and ACE-supported building project to restore Soane's original design and upgrade the adjacent Gallery so it can stage ambitious and challenging contemporary exhibitions. The conservation and the inaugural exhibition of mirror sculptures by Anish Kapoor have both received widespread praise and very positive reviews in the press and attracted large visitor numbers. The team now needs to build on this initial impact, set new targets and develop new and wider audiences.

Job Description

Role

This is a unique opportunity for an experienced professional to join a passionate and committed team to develop our visitor experience offer. Reporting to the Front of House Manager at Pitzhanger Manor & Gallery, the Visitor Experience Assistant Manager is a key post assisting with the management of Pitzhanger Manor's commercial and operational practices.

The post will be central in developing an outstanding visitor experience team who demonstrate the highest standards of services and commerciality as PMGT grows from our successful reopening in March 2019. The majority of this team are volunteers and their motivation and management crucial to the Trust's success.

The Visitor Experience Assistants work across all areas of the customer journey except catering covering the visitor welcome, gallery and manor invigilation and shop. Through strong led-by-example, management and training you will support the Visitor Experience Manager in developing the staff and mechanisms to achieve efficient and effective long-term internal operations and management of the front of house team.

PITZHANGER

MANOR & GALLERY

Key Accountabilities

Visitor Experience

- Aiding the FOH Manager ensuring the highest standards of Visitor Welcome, Retail and Galleries interaction through management of the Front of House (FOH) team of staff and Volunteers, to ensure that they consistently deliver excellent visitor services and provide a world-class first point of contact for all visitors.
- Taking the lead on recruitment, management and motivation of a team of volunteers to support paid staff and provide the backbone of the Front of House Team. This includes setting up volunteer rotas, inductions and training as well as establishing processes, communication and events to encourage retention and training.
- Ensuring the FOH team is effectively monitoring the condition, security, housekeeping and health and safety aspects of the galleries and public spaces throughout the day and ensuring that standards are never compromised.
- Undertaking daily briefings to provide up-to-date information to the team. Creating a culture of constant improvement through monitoring performance, coaching and feedback.
- To lead and manage the visitor experience assistant team of both staff and volunteers to deliver exceptional visitor service and sales consistently with clear targets, escalating any issues to the VE Manager.
- To ensure Pitzhanger remains a great place to work for both staff & volunteers; assisting the VE manager in leading, motivating and developing the team; promoting and embedding a can-do culture focused on achieving excellent standards and on collaborative working across the organisation.
- Actively engaging with the PMGT's visitors by responding to enquiries, resolving complaints/incidents and providing summary statistics to the VE Manager regarding how these have affected the visitor experience.
- Aiding the VE Manager in weekly, monthly and quarterly analysis and reporting on key areas of visitor engagement, comments and feedback using a process that defines our standards and measures success in achieving them.

Commercial Activity

- To assist with EPOS systems for retail stock management systems
- Aiding the FOH Manager with ticketing production and administration
- Support and maintenance of the Retail and Ticketing systems.
- Support the FOH Manager with stakeholder liaison to ensure all ticket set up is efficiently and effectively completed providing a consistent and agile approach at all times
- Maintain the commercial reporting tools and develop dashboards to convey results in a digestible fashion

PITZHANGER

MANOR & GALLERY

- To assist in managing our first-class shop, which delivers to commercial targets, is an extension of our collections and enhances the visitor's experience of the Pitzhanger brand.
- Leadership of a small team of staff and volunteers where setting the example is key, working on tills, merchandising displays, ordering stock, stockings shelves, cleaning, customer service and gallery monitoring as necessary and appropriate.
- Maintaining a target-orientated commercially focused culture amongst staff and volunteers in the front of house team. Ensuring we maintain a team with awareness of and a desire to play their part.
- Actively driving sales for talks and tours, guidebooks, special exhibitions, membership, merchandise, weddings, events and lectures, corporate hire and learning activities.
- Actively promoting the Museum's other commercial services and facilities including promoting the restaurant and park café and maximising potential for events and functions such as weddings.
- Ensuring high standards of visual merchandising of all commercial areas. Giving clear direction on standards and expectations. Creating visually appealing and commercially driven retail displays. Developing the skills and abilities amongst the FOH team to do the same.
- To be responsible with the FOH Manager for the security of the Visitor Welcome, Retail and Gallery monies and stock, ensuring that the Galleries' financial, cash handling, cashing up and banking procedures are strictly adhered to, in accordance with audit and security requirements and good practice.
- Assisting the FOH Manager in managing all processing of orders (shop and online [when applicable]), invoices and goods received and organising regular stock takes, stock and sale analysis and stock control.
- Attendance at weekends and evenings for commercial, programme and Education-led events at both the gallery and offsite as necessary.
- To analyse sales performance to develop own knowledge and drive commercial return. Producing written and verbal reports to the Visitor Experience Manager.

General Management

- Ensuring the organisation of rotas and effective deployment of team members throughout the public spaces, ensuring the necessary cover is provided for all agreed opening hours, including standard, out of hours' events (corporate or otherwise), and manor & gallery closed periods for access and maintenance.
- Line Management of the Visitor Experience Assistants, temporary freelance staff and volunteers.
- To work with the FOH Manager and Head of Operations & Commercial in ensuring the buildings facilities and security is monitored. Aiding in building a calendar system of regular checks and a suite of reporting documents.

PITZHANGER

MANOR & GALLERY

- Working collaboratively with colleagues and partners across the Trust to ensure that the FOH team underpins and fully contributes to the Trust's wider programmes and activities.
- To demonstrate that you engage positively with the Trust's policies on equal opportunities, health & safety, etc
- To be flexible to adapt to the changing needs of the organisation and the role as the Trust team grows and adapts to the challenges of the newly re-opened Pitzhanger Manor & Gallery.
- To actively support the values and vision of Pitzhanger Manor & Gallery.
- To carry out any other duties as may reasonably be requested by the Visitor Experience Manager
- To maintain at all times the highest levels of discretion and confidentiality.

This job description is not all encompassing. Over time, the emphasis of the job may change without changing the general character of the job. Your duties may be reviewed from time to time, revised, and updated in consultation with you to reflect any appropriate changes.

Location

Pitzhanger Manor & Gallery, Mattock Lane, Ealing, London, W5 5EQ

Hours

35 per week, including regular weekend work, plus an hour each day for lunch. There will be a regular events calendar where your attendance may be required on weekday and weekend evenings. No overtime will be paid for attending these events but time off in lieu will be granted (to be confirmed in advance with the Front of House Manager).

Other Benefits

20 days Annual Leave holiday with 1 day for each additional full year worked up to 5 days plus bank holidays.

Pension Contribution employer match at 3% up to 5% discount in the shop

To Apply:

Please send your CV and a covering letter to Chloe Turner at chloe.turner@pitzhanger.org.uk indicating how your skills and experience match the person specification by **TBC**.

Interviews will be held week commencing **TBC**.

Those that best match the criteria will be invited to interview where there will be a short exercise and presentation followed by an interview with Chloe Turner, Front of House Manager and Chris Jones, Head of Operations & Commercial. We regret to inform that if you have not heard from us within 3 weeks of your application, that you have been unsuccessful at this time.

PITZHANGER

MANOR & GALLERY

Person Specification

Criteria	Essential/Desirable	To be Assessed Application Form/Interview/ Test
Excellent staff management experience and skills	E	AF/I/T
Excellent retail experience	E	AF/I/T
Strong operational experience in a heritage, hospitality or arts environment	E	AF/I/T
Sound numeracy and budget management skills	E	AF/I
Experience of using EPOS systems – both retail and ticketing, excel, stock management systems	E	AF/I
Experience of delivering excellent customer service	E	AF/I/T
Highly organised with attention to detail and ability to juggle multiple work streams to deadline	E	AF/I/T
A 'can do' spirit, flexible in approach with a positive attitude to change	E	AF/I
Ability to work effectively as a member of a small team and with a collaborative approach to achieving organisational goals.	E	AF/I
Willing and happy to be on the 'manor & gallery floor' leading the team by example, whilst still being able to aid in back office processes and tasks	E	AF/I
Proven experience of managing volunteer teams	D	AF/I
First Aid Qualification	D	AF
Fire Marshal Qualification	D	AF
An understanding of facilities management reporting and maintenance.	D	AF/I
A sound understanding of health and safety and the creation of risk assessments	D	AF/I
Enthusiasm for heritage and the arts	D	AF/I