

Post: Assistant Visitor Welcome Manager
Department: Visitor Welcome
Division: Horticulture and Visitor Experience

Job Description

Main Duties

- Manage staff to ensure all operations are effectively carried out.
- Manage staff rotas and annual leave requests to ensure staffing levels are appropriate and able to react to changing needs.
- Line manage staff, including conducting regular performance reviews, monitor sickness levels and follow absence management procedures.
- Duty manage visitor operations, which includes all elements of visitor experience, site safety and garden security, which regularly includes being the most senior member of staff on site during weekend cover.
- Coordinate response to accidents and incidents, escalate where appropriate, complete all necessary reports and follow up with key stakeholders
- Ensure compliance with all health and Safety policies and procedures, input into regular reviews
- Co-ordinate Garden opening and closing procedures and ensure daily checks are recorded
- Responsible for daily cash reconciliation, banking and financial reporting whilst ensuring compliance with cash handling and banking procedures.
- Keyholder responsibility for security of the Garden, including all gates and visitor buildings.
- Liaise closely with internal and external partners to manage visitor operations, including events and activities, which includes day support for Christmas at the Botanic
- Resolve any visitor complaints that may be forthcoming
- Deliver and facilitate team training, including inductions
- Work closely with Botanic Trading Company personnel and Catering Contractors to provide consistent levels of service for all Front of House roles
- Any other ad hoc duties as required by line manager

Workplan

- Achieve income targets set for financial year
- Respond and take forward to all KPIs from Mystery Visit Programme
- Support Garden Tours team to co-ordinate all bookings for Garden Tours and co-ordinate with Commercial Manager to increase Travel Trade business.

Person Specification

Skills/Aptitude	Essential	Desirable
Take responsibility for own workload and manage conflicting priorities	*	
Have a can do attitude	*	
Experience of managing both a large team and venue, with multiple priorities	*	
The ability to work under pressure at peak times and maintain a positive and flexible approach, whilst keeping the team motivated and engaged	*	
Strong organisational, communication and administrative abilities	*	
Proactive listening skills and the capability to respond accordingly to visitor feedback, concerns and complaints	*	
Be able to build strong working relationships with colleagues across the whole organisation	*	

Knowledge	Essential	Desirable
Understanding of current visitor expectations, competitors, benchmark indicators	*	
Ability to create and adapt standard operating procedures, including health and safety and security processes	*	
Be able to demonstrate an understanding and oversight of excellent customer service delivery	*	
Experience of monitoring departmental budget	*	
Proven experience of developing and maximising the travel trade business		*

Professional Qualifications	Essential	Desirable
First aid certificate or be willing to work towards certification		*
HNC Level in Customer Care		*
H NND or above Tourism and Hospitality qualification		*