



ROLE PROFILE

Job Title:	Guest Experience Manager
Location:	Mary Rose Trust, Portsmouth
Line Manager:	Chief Operating Officer
Line Manager to:	Front of House Managers X 2 Volunteer Coordinator
Key relationships:	Visitor Business Development Manager Commercial Sales Manager Maintenance Coordinator Head of Learning H&S Adviser

Purpose of role:

The Guest Experience Manager is accountable for our guest's journey and experience of the museum. This position has management of majority of the front line staff and volunteers and line manages the Front of House Managers and Volunteer Coordinator.

The aim of the role is to ensure an efficient and safe operation of the museum and to maintain and grow the guest satisfaction.

Working with the Visitor Business Development Manager they will help deliver key seasonal programming and events.

Main Responsibilities

- To manage all day to day aspects of visitor operations at the Mary Rose Museum.
- To uphold visitor enjoyment by maintaining excellent standards of service and promotion of the historic environment.
- To manage all staff and volunteer admin and reporting using rota scheduling software, Quinyx.
- Ensure all staff focus on visitors, by engaging, educating and welcoming visitors to

promote understanding and enjoyment of the Museum.

- To maintain excellent standards of museum presentation and housekeeping, including ordering staff uniform and liaising with cleaning teams.
- With the Chief Operating Officer develop and supervise site-related quality improvement and quality assurance processes.
- Ensure effective management of site rotas and all duty management arrangements
- Assist the Chief Operating Officer to manage site staff recruitment, motivation, performance and conduct.
- Ensure all staff has the training, skills and knowledge to carry out their duties in support of exemplary service, and for professional, career and personal development.
- To work as part of a team delivering team objectives, maintaining a positive attitude to work and colleagues and demonstrating a co-operative, willing approach.
- To be responsible for the operational implementation health and safety policy and procedures on site for staff and members of the public, including risk assessments and reporting.
- Maintain and monitor site and asset safety and security according to policies and procedures.
- Working with Chief Operating Officer to develop and administer museum policies and procedures.
- Form part of a duty manager list for call outs.
- Working with the Visitor Business Development Manager create and deliver the key programming and seasonal events.
- To deliver the guest experience strategy for the museum.
- To manage museum budgets effectively.
- To evaluate and review all activity on a weekly/monthly basis, adjusting activity to ensure that desired sales and yield are achieved.
- To work closely with Visitor Business Development Manager to deliver key programming and seasonal events.

Other duties

To undertake any other duties or projects commensurate with the nature and grade of this post as required by the organisation. The post holder must be prepared to work regular weekend and bank holiday days as part of a 5 in seven 7 day rota, as these are the busiest times for the Mary Rose Operation; as well as occasional evening work.

Person Specification:

1. Essential qualifications

- At least A level educated, degree qualification desirable.

2. Experience

Essential

- Minimum of 5 years' experience of Operational Management.
- Minimum of 3 years' experience of attraction industry, ideally in the heritage industry.
- Evidence of inspiring teams to deliver exceptional customer service.
- Evidence of managing staffing budgets efficiently and effectively.
- Experience of working effectively with multifunctional teams.
- Ability to analyse business data and draw evidenced conclusions for implementation.
- Managing operational risk & compliance.

3. Skills

Essential

- Results focussed, analytical and numerate.
- Negotiation and persuasion skills.
- Strong team working, team building and motivational skills, empathy and people focus.
- Professional, mature approach to tasks and people management.
- Excellent written and verbal communication skills.
- Skilled in getting the best out of multifunctional teams.
- Ability to juggle multiple priorities calmly & effectively.
- Innovative, lateral thinker.
- Customer and audience focussed.
- IT, digital/social literate.
- Experience of coaching and developing staff.
- Strong self-awareness and commitment to ongoing personal development.

4. Knowledge

Essential

- Clear understanding of what makes a world class heritage visitor experience.
- Clear understanding of the attractions industry.

- Legal compliance, health and safety and risk management requirements and systems.
- Understanding of dynamics of volunteers and the charity sector.
- Knowledge of corporate events business.

This is a description of the job as it is at present constituted. Employees' job descriptions may be examined by management at any time to either ensure that they relate to the job currently being performed, or to incorporate proposed changes. Management reserves the right to change a job description after consultation with the employees concerned. The aim will be to reach agreement to reasonable changes consistent with the employee's band and status.

Note: This role is subject to a basic Disclosure and Barring Service (DBS) check as part of Naval Base Security Clearance. Due to the Nature of our location, it is a Ministry of Defense mandatory requirement in the interest of Dockyard security that anyone working with Portsmouth Navy Base either must be a UK resident or have had continuous residency in the UK for at least three years to be eligible to apply for permanent site security pass. Please note that security checks for non-UK nationals can take up to six months.