



Job description for Visitor Operations Manager

You will be responsible for:

You will lead and manage the operation and visitor experience at the Mary Rose Museum and in partnership with NMRN; the PHD visitor centre ensuring we are delighting and inspiring our visitors.

Lead and empower the team of Team Leaders to manage the wider team by being positive role models, helping those around them adapt to continuously developing visitor expectations and innovative ways of working, ensuring all KPIs are achieved.

Continuously improving operations by looking for new opportunities, driving efficiencies and directing resource and actions to address and improve areas of concern.

When you are the Duty Manager you will be responsible for all operations and be the key holder — commercial and visitor experience and ensure we deliver sales daily targets.

What you will deliver:

It's about delivering financial targets: You will deliver stretching business development targets, working closely with the Head of Guest Experience and Retail and Hospitality Manager to grow sales, gift aid and donations in line with the 5 year business plan. You will ensure you and your team follow the museum's procedures and instructions. You will train the team to have excellent product knowledge and up-sell to drive ultimate explorer ticket sales, guidebooks and tours sales as well as being aware of the wider hospitality offer. You will monitor and control resources looking for opportunities and taking action to keep on target including payroll and efficient staff deployment and performance.

It's about leading the team: You will create a collaborative and engaging environment for your team of staff and volunteers to work. You will help your team develop and coach the team to continuously improve sales and provide regular feedback. You will ensure the team are well briefed on what is happening in the museum, dockyard and new products or initiatives in the shop and hospitality.

You will inspire the team to ensure they are delivering ticket yield, gift aid and daily guidebook and tour sales. You will analyse performance data to coach the team and share best practice to improve sales.

It's about ensuring our visitors and guests have a great experience: You will deliver exceptional service, every time for our visitors & guests and lead by example. You will maintain the brand and values of the Mary Rose from standards of presentation to service across all museum operations. You will ensure we retain our 5* Tripadvisor reviews and use visitor feedback to ensure we continue to exceed visitor expectations. Liaising with the maintenance team and contractors to ensure all the displays are working and the museum is presented to the highest standard.

It's about helping to develop the business: You will help to identify new opportunities to drive income and innovation, harnessing ideas from the team, the wider sector and visitor feedback. You will ensure the smooth operation of programming and hospitality events and lead them when required.

It's about making the link to our conservation purpose: You will maximise income and donations so that money can be reinvested in the care of Mary Rose.

It's about working safely and securely: Leading the operational team and working closely with the safety advisor you will ensure that you and the team comply with procedures and legislation to minimise risk to visitors, staff, volunteers and contractors. You will be a museum key holder and hold responsibilities in emergency situations such as evacuations and invacuations. You need to be a calm and confident first aider.

It's about how you deliver: Ensuring you and the team live the Mary Rose's values of Integrity, Inspiration, Innovation and Inclusivity.



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Scale & scope of the role

Reports to: Head of Guest Experience

Line Management:

Manages team leaders and front of house team members but also leads the wider museum staff and volunteer team. Works in partnership with the Volunteer Manager, Retail and Hospitality Manager, NMRN Operational Managers and the Maintenance team.

Financial responsibility:

Delivery of financial targets in 5 year business plan linked to visitors. Including delivering ticket yield, gift aid targets, guide-book sales, guided tours, donations and supporting retail and hospitality sales and margins. Effective staff rotas to meet the budgeted staff levels for the operation of the museum.

Area of impact:

Responsible for developing and growing visitor income with the Head of Guest Experience and Retail and Hospitality Manager. Lead for visitor and commercial sales targets and exceptional service. Working with the other Senior Visitor Experience and Retail and Hospitality Manager will ensure that the duty management and key holder responsibilities are covered 7 days a week in the museum. Will take an active part in the duty management rota the visitor centre and coaching the Mary Rose and NMRN team on visitor and commercial sales target delivery. Role works regular weekends and bank holidays, 5 days over 7 and evenings where lieu time is taken.

The post holder works collaboratively with NMRN operational team, volunteer manager, commercial team, maintenance team, marketing and finance.

Nature of impact:

Deals with varied and complex day to day issues and any emergencies, using experience to identify solutions, opportunities and operates within the guidelines and procedures set by the museum or trading compliance. Will build professional relationships with internal and external stakeholders. Has an eye for detail and following issues through to their resolution. The sales and visitor survey systems are digital, confidence with computers is required to evaluate performance and use technology as a tool to deliver best practice.

Will support delivery of wider engagement and hospitality activities at the museum and dockyard where appropriate.

Working environment:

Maintains good working relationships with the wider museum team and understanding of activities taking place elsewhere in the museum and dockyard. May deputise for the Head of Guest Experience with external partners. Will work seamlessly with the other Visitor Operations Manager and Retail and Hospitality Manager.

This role is subject to a Disclosure and Barring Service check and 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 Naval Base must either be a UK resident or have had continuous residency in the UK for at least three years to be eligible to apply for a permanent site security pass. Please note that security checks for non-UK nationals can take up to six months.



Job description for Visitor Operations Manager

Knowledge, skills & experience needed

- Experience of delivering and growing operational financial targets.
- Able to demonstrate excellent customer service ethos across direct and indirect team.
- Experience of effective rota management.
- Experience in applying commercial best practice across operational teams.
- People management skills, good and inspiring communication and experience of leading meetings, setting of individual objectives and providing feedback for performance and development reviews.
- Experience in recruiting, training and developing a large and diverse team of casual, and contracted staff both seasonal and permanent, and have an understanding of staff contracts and rotas.
- Experience of coaching and leading stakeholders and team members who do not report to you to deliver excellent visitor experience.
- Experience of delivering training and development.
- Volunteer management skills.
- Ability to adapt leadership and management style when required.
- Good financial acumen to maximise income and control costs.
- Knowledge of Health and Safety and compliance requirements for operations.
- Strong written and verbal communication skills.
- Experience of working in a complex multi stakeholder organisation.
- Ability to work independently and organise and prioritise workload to meet challenging demands and comply with tight deadlines.
- Competent IT skills, previous experience with EPOS sales management systems.
- Experience of managing high end and corporate hospitality events.
- Project management skills

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Permanent Full Time £27,000