Head of Visitor Services

Department: Finance and Resources
Pay: £31980 per annum
Contract (hours): Full Time (40 hour contract, including a one hour paid lunch break)
Work location: You will be working from Chapter
Reports to: Director of Finance and Resources
Responsible for: Front of House Duty Managers and Volunteers

Chapter is an outstanding centre for contemporary arts and culture based in Canton.

We are a hub for the production and presentation of world-class work that is accessible for all. The venue comprises theatres, cinemas, a gallery, rehearsal & hire spaces, an award-winning café bar and more than 50 studio spaces for artists and creative companies.

Each year we present more than 2000 events and programmes which attract over 750,000 visitors to the centre. We’re committed to showing the best art, performance and film from Wales, and from the world, to the widest possible audience.

Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter Cardiff through which we run the café/bar.

The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café/bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.

We employ about 80 people and have a turnover of c.£3.5 million per year.

We are employee focused, through our benefits, policies and practices.
Purpose of post:

This post is designed to lead on the visitor services aspects of our seven-day-a-week operation. The post is intended to be predominantly Monday to Friday during core hours. To support the team, the Head of Visitor Services may need to cover as a Duty Manager as and when required. There is no overtime payment, so flexibility is required.

Main duties and responsibilities:

Lead in achieving the highest possible Visitor Service Standards through the management of effective customer service systems.

Manage and oversee training of the Front of House (FOH) Duty Management Team to ensure effective duty cover for the building so that we can open safely and efficiently for the public.

Oversee the management of the main information desk in a professional manner to ensure outstanding customer service.

Oversee the booking of all space hires and liaise with the Trading staff to ensure they are equipped with the necessary information fulfil hospitality needs; and be the key point of contact for our hire groups and community users.

Ensure excellent standards of visitor care, comfort, safety, security and building presentation.

Work collaboratively with other managers, and members of frontline staff (including cafe bar, and security) to ensure a consistent and seamless service to visitors.

Coordinate Volunteer Ushers team.

Lead on weekly Operations meeting.

Ensure that visitors are welcomed by friendly and knowledgeable staff, who can provide assistance appropriate to their individual needs, and able to confidently advise on our procedures particularly in relation to COVID protocols.

Make regular reports to senior management about department milestones, progress and challenges.

Work with the Facilities and Compliance Manager to ensure work environment is compliant with all applicable laws and regulations.

Any other duties as reasonably required by the senior management team.

Miscellaneous

- Be familiar with all relevant health and safety, operational, personnel, customer care, equal opportunities, data protection and financial policies and procedures, ensuring that all statutory obligations are complied with.

- All employees of Chapter have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to cooperate with management to enable Chapter to meet its own legal duties and to report any hazardous situations or defective equipment.
• Occasional evening and weekend work may be required.

This job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post-holder) subject to the needs of the organisation, and in keeping with the general profile of the post.

**Person Specification**

**Essential skills/abilities**
- Experience of working in a demanding frontline environment.
- Experience of house management in an arts/theatre environment with all the associated duties this involves eg customer security, fire security, etc.
- Numerate and literate to GCSE level or equivalent.
- IT literacy with knowledge of MS Office suite.
- Good organisational skills and ability to work on own initiative.
- Able to work under pressure and handle conflicting demands.
- Knowledge of health and safety, security and licensing legislation.
- Good people management skills.
- Excellent communication skills.

**Desirable**
- Customer Care qualification.
- First Aid Qualification.
- Knowledge of Spektrix, Artifax and Rotaready software.
- Ability to communicate in Welsh.

**ABOUT THE BENEFITS**

We are a flexible and friendly employer, offering hybrid working and flexible hours.

Staff benefits include:
- 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions.
- Chapter operates a contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.
- 20% off food and drink in the café/bar.
- Enhanced Maternity and Adoption Pay, after a year’s service.
- Welsh at Work scheme.
- Two free cinema ticket each month.
- Access to an Employee Assist Programme.
- Complimentary tea/coffee in our office space.
- Complimentary lunch when working in the building.
- Support for continuous development.
- Eye Care for DSE.
- Secure bike racks.
- Staff parking.
- Staff socials.