

Role Details	
Job Profile:	Visitor Services Manager
Department:	Visitor Services
Hours:	30 hours per week
Working Pattern:	Mon-Fri 9:30-16:30, plus one weekend in five
Salary:	£25,573.80 per annum
Contract Type:	Permanent
Reporting to:	Deputy Director/Head of External Relations
Direct Reports:	Visitor Assistants, Duty Supervisor, Senior Duty Supervisor
Location:	Dundee Contemporary Arts (DCA)

The Role	
Job Purpose:	<p>The Visitor Services Manager is responsible for ensuring DCA offers the highest standard of customer service across all programme areas, through leadership and line management of the audience-facing Visitor Services team and close collaboration with DCA's programme and communications teams.</p> <p>Working with a team of supervisors, the Visitor Services Manager is responsible for all team training and communication including policies, systems and procedures. They are also responsible for the management of DCA's ticketing system, ensuring events, offers, reports and records are appropriately set up and managed, and identifying areas for further improvement or development.</p> <p>The Visitor Services Manager holds a key role in building Health and Safety through acting as Lead Fire Warden and a designated First Aider, and through carrying out regular team training on fire evacuation in partnership with the Operations team. They play an important role in DCA's Equity, Diversity and Inclusion work through ensuring audiences' needs are looked after in the building.</p>
The role:	<p>Staffing</p> <ul style="list-style-type: none"> Line management of DCA's Visitor Assistants and Duty Supervisors including overseeing training, induction and performance management

	<ul style="list-style-type: none"> • Responsible for team development and communication, including timely sharing of programme updates and scheduling team meetings and training • Responsible for team rotas including management of annual leave requests, timesheets and shift patterns, in partnership with the Senior Duty Supervisor • Lead on team recruitment, ensuring minimum staffing levels are maintained <p>Policies and procedures</p> <ul style="list-style-type: none"> • Leading on the development, updating and oversight of team policies, handbooks and procedures in partnership with the Deputy Director/Head of External Relations • Ensuring policies, handbooks and procedures are shared with and understood by the team • Lead on team Health and Safety, including first aid, fire evacuation and incident reporting procedures <p>Programme</p> <ul style="list-style-type: none"> • Responsible for ensuring that programme updates are shared with and understood by the team, through meetings, briefings and updates • Providing support to the Visitor Services team to ensure they can advocate for all elements of DCA's work, including key fundraising messages • Meet regularly with DCA's communications and programme teams to ensure the smooth flow of information between teams, including sharing audience and Visitor Assistant feedback <p>Customer relations</p> <ul style="list-style-type: none"> • Providing the highest standard of customer service, and ensuring the team does the same • Analysing customer feedback and working with the Deputy Director/Head of External Relations to identify trends and areas for improvement • Working with Deputy Director/Head of External Relations to implement new customer feedback mechanisms • Ensuring the Visitor Services team has a strong understanding of accessibility and the needs of our audiences, and identifying new ways to improve access to DCA's programme
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	Ticketing system <ul style="list-style-type: none"> • Overseeing DCA's ticketing system, including ticketing, account code and offer structures and identifying areas for improvement or new initiatives to try • Setting up reports for all teams and providing guidance on how to answer key ticketing and box office data queries • Leading on event and offer creation as required
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Person Specification	
Essential:	<ul style="list-style-type: none"> • Previous managerial experience in a customer/visitor services environment, including line management experience • Previous box office and ticketing experience, including experience of updating systems and running reports • Experience of producing and managing complex team rotas • Extensive customer service experience, including responding to complaints and the ability to train others • Ability to work under pressure and to tight deadlines • Strong communication skills with the ability to build relationships across teams • Proven cash handling and payment transaction skills • IT skills, ideally including use of Microsoft Teams and Sharepoint • High level of attention to detail • Interest in and enthusiasm for arts and culture • Commitment to Equity, Diversity and Inclusion • Understanding of the importance of good Health & Safety measures, with experience of a range of fire evacuation roles

Please note we are unable to provide sponsorship for a work visa so candidates should ensure they already have or are able to obtain the right to work in the UK before applying.

The job description is written as an indication of the nature and scope of duties and responsibilities. It is not intended as a fully descriptive or definitive list and jobholders will be expected to carry out other duties assigned which are appropriate to the role.

How your information will be used

In order to progress your application, for administrative purposes, DCA will record, keep and hold the personal data which you have provided in this application stored in our HR files. Your data will not be transferred to any third parties outside of DCA. If you are successful DCA will retain this data as part of your employee record which will be stored on the basis of our Privacy Policy. In the event your applications is unsuccessful, we will hold the application and the data contained for three months in case of a future vacancy which we may invite you to apply for, following which we will delete it. If you have any questions about DCA's use of data please contact us.

