

Role Details	
Job Profile:	Duty Supervisor
Department:	Visitor Services
Hours:	12
Working Pattern:	Week 1: Sat & Sun, 16:30-23:00; week 2: Mon & Sun, 16:30-23:00 Plus attendance at occasional additional meetings, to be paid as additional hours
Salary:	£8,166 per annum
Contract Type:	Permanent
Reporting to:	Visitor Services Manager
Direct Reports:	N/A
Location:	Dundee Contemporary Arts (DCA)

The Role	
Job Purpose:	<p>The Duty Supervisor provides essential support and supervision to DCA's Visitor Services team, enabling them to deliver the highest standard of customer service through briefings, updates and supervision.</p> <p>They will act as the main point of contact for the Visitor Services team when on duty, demonstrating a comprehensive understanding of all team policies and procedures, and able to share detailed updates on DCA's programme. They will assist with audience queries, providing excellent customer service, and will act as DCA's Lead Fire Warden when on duty.</p> <p>The Duty Supervisor assists the Visitor Services Manager with rota management through finding cover for absences, sharing team updates on timetabling and assisting with team recruitment as required. They support the team's work with DCA's ticketing system through proofing, and through adding or amending information as required.</p>
The role:	Supervision <ul style="list-style-type: none">• Act as the Visitor Services team supervisor when on duty, providing a first point of contact for all team and customer queries or issues• Acting as DCA Lead Fire Warden when on duty

	<ul style="list-style-type: none"> • Providing shift cover when needed • Escalating team issues to the Visitor Services Manager as required • Signing off team banking reports and ensuring cash-handling procedures are followed <p>Staffing</p> <ul style="list-style-type: none"> • Providing team briefings and updates, with the ability to advocate for all areas of DCA's programme • Finding cover for shifts as required by the Visitor Services Manager • Assisting with monthly timesheet admin • Assisting with team recruitment <p>Policies and procedures</p> <ul style="list-style-type: none"> • Contributing to the development of new team policies, handbooks and procedures • Acting as Lead Fire Warden as required and assisting the VSM with Health & Safety training and briefings <p>Ticketing system</p> <ul style="list-style-type: none"> • Proofing new events, offers and website listings • Overseeing team proofing of events • Amending events and offers as required
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Person Specification	
Essential:	<ul style="list-style-type: none"> • Experience of working in a customer/visitor services environment • Previous box office experience, particularly the use of complex ticketing systems • Excellent customer service skills • Experience of finding shift cover • Cash handling and transaction experience • Strong communication skills, both written and verbal, with confidence in interacting with a broad range of people • Well-developed team working skills • High level of attention to detail • Commitment to Equity, Diversity & Inclusion • Interest in arts & culture

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.



Dundee Contemporary Arts

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.