**NATIONAL FOOTBALL MUSEUM**

**JOB DESCRIPTION**

**DEPARTMENT:** Front of House

**JOB TITLE: FRONT OF HOUSE SUPERVISOR**

**REPORTS TO:** Front of House Manager

**RESPONSIBLE FOR:** Museum Assistants

**JOB PURPOSE**

The successful candidate will be play a vital part in each visitor's experience. You will be expected to both deliver yourself and lead the team to ensure a warm welcome and a truly memorable level of customer service. Proactively engaging with all visitors ensuring that they feel welcome and valued, enjoying a rewarding experience within the museum. A key part of your role will be to motivate and influence the team to maximise revenue opportunities by encouraging visitors to make purchases and donations.

To assist with the coordination of the Front of House operation, ensuring the security and H&S requirements are complied with, and staffing levels are maintained.

## MAIN AREAS OF RESPONSIBILITY

**Supervisory Responsibilities**

1. To open and close the building according to the rota drawn up by the Front of House Manager.
2. To unlock the building and ensure all areas are safe before allowing other staff on site and to lock up and set the alarms in accordance to the end of shift procedure.
3. To act as first point of contact for any operational issues during the shift.
4. To liaise with all other departments to ensure the smooth running of events, works, etc.
5. Delegating tasks and duties to Museum Assistants relating to H&S, security and HR.
6. To assist the FOH Mgr/Duty Managers with motivating and developing the front of house staff including casuals and volunteers. Also facilitating in house training and awareness as required.
7. To understand the expectations of the FOH Manager and the organisation as a whole.
8. To collect and record visitor feedback.
9. To manage visitor complaints.
10. Ensure the collection and collation of visitor and income figures and any other data, and make reports available on request
11. Promote innovation amongst the front of house team in generating income for all interactives and donations.

**General Responsibilities**

1. Take every opportunity to upsell our restaurant, café and shop, including meetings and events
2. To maintain excellent customer service within the museum, offering advice and assistance to the public at all times.
3. Demonstrate full knowledge of the museum’s facilities and be able to convey information regarding other visitor attractions locally.
4. Operate the telephones to museum standards ensuring all messages are handled correctly and conveyed swiftly.
5. Have the knowledge to operate all of the interactives throughout the museum
6. To operate cash registers and handle large amounts of cash and credit/debit cards
7. Be aware of and operate museum cash handling, security and emergency procedures and report any discrepancies immediately to the Front of House manager.
8. Support all members of the Front of House Team to achieve and maintain standards to the highest possible level.
9. Attend regular briefings and meetings as set out by the Duty Managers and to participate in an enthusiastic and proactive way.
10. Carry out administration tasks on a regular basis.
11. Assist with keeping all front of house areas clean and well presented, including clearing away after events and assisting with event set-ups.
12. To monitor the flow of visitors and queue manage.
13. Deal with complaints with empathy and positively make every effort to resolve them yourself or seek further advice from managers/colleagues.
14. Operate the telephones to museum standards ensuring all messages are handled in an efficient and professional manner

**Health & Safety/Security**

1. To ensure the safety of all members of National Football Museum staff and visitors to the building.
2. To carry out daily tasks relating to security and health & safety.
3. To ensure NFM regulations and procedures are observed at all times.
4. To provide routine “First Aid” cover for staff and visitors
5. To ensure Museum access etc is efficient and effective, in and out of the building
6. Be fully conversant with the operation of security and fire equipment and systems to support the Museum and concurrent activities, and to co-ordinate any patrol activity or incident response.
7. Supervise contractors conduct and activity and implement routine security administration
8. To provide a vigilant security presence within the galleries and public areas of the museum ensuring that no damage occurs to the exhibits, or to the fixtures or fittings within the building.
9. Be fully conversant with the operation of security equipment and systems.
10. Be fully conversant with the Disaster and Evacuation plans and be prepared to put these into effect without supervision should the situation dictate an immediate response.
11. Ensure that as many areas within the building are made secure as soon as practicable and to ensure the security of the galleries and exhibits/artefacts.
12. Maintain all security-related equipment and the premises to a high standard of cleanliness and serviceability, and ensure all defects are reported and actioned swiftly.

**Other**

1. Carry out other relevant duties which may arise from time to time in support of the National Football Museum
2. Successfully manage museum staff and the building security during evening events.
3. To continuously build knowledge of existing and new collections by on the job training and personal research
4. To assist the Marketing department with visitor surveys and data collection on a rota basis
5. To assist other departments with off-site activities as and when required

**Performance Measures**

* **Visitor numbers**
* **Income from donations, Football Plus and other paid for activities**
* **Visitor Feedback & Internal Audits**
* **ALVA Survey**

***Person Specification***

The successful candidate will have the ability to motivate and influence the team to strike the perfect balance between sales and service, engaging with visitors, using your knowledge to answer their questions, opening their eyes to the experiences and opportunities we offer.

The successful candidate will have a passion for the role and have the ability to inspire both visitors and colleagues through infecting them with their passion.

*The successful candidate will be able to demonstrate the following:-*

*The successful candidate must display a Passion for:-*

* *Sales*
* *Visitor Experience*
* *Service*
* *Development & Growth (Continuous Improvement)*
* *Helping others to achieve their goal (Teamwork)*
* *Motivating, involving and influencing others to achieve their goals*

*Displaying the following behaviours:-*

* *Enthusiastic -* Inspires others through infecting them with his/her passion
* *Engaging -* Prioritises creating a fulfilling work experience for team
* *Expert –* Offers regular coaching to help team members grow and develop
* *Empathic –* Demonstrates a personal interest in team’s concerns and aspirations
* *Enabling –* Offers both support and challenge

***Essential:***

1. *Sales and/or fundraising experience*
2. *Enthusiasm for providing a superb visitor experience*
3. *Experience in a customer service environment*
4. *Excellent inter-personal, verbal and written communication skills*
5. *Cash handling experience*
6. *Smart appearance and good presentation.*
7. *An ability to work on own initiative.*
8. *The ability to inspire and motivate others.*
9. *A responsible, professional and positive attitude.*
10. *Ability to make decisions and seek solutions under pressure.*
11. *Reliability and flexibility in working hours (must be available weekends, evenings and school holidays)*

***Desirable:***

1. *Experience of working in a supervisory role.*
2. *A working knowledge of the Health and Safety requirements of the role.*
3. *A working knowledge of the Data Protection Act and how it would impact on this role*
4. *An awareness of the Disability Discrimination Act.*
5. *Valid First Aid Certificate.*
6. *Language skills*

***Contract Hours:***

***Shift Times***

*Evening work will also be required when events are taking place.*

***Salary/Rate of Pay***

***Annual Leave***