

NATIONAL FOOTBALL MUSEUM

Admissions Team Leader

We are England's only national museum for football and our mission is simple - sharing stories about football. We are the place for everyone to enjoy stories about football culture. It's our mission to hear those stories and tell them in an engaging and creative way.

This year we are proud to celebrate our tenth year of being in Manchester. Our culture is one based on our core values including respect, authenticity, passion and fun.

We are now looking to appoint an Admissions Team Leader to join our busy Visitor Experience team. Working as the senior member of our front of house Admissions team you will supervise others on a day-to-day basis, monitor all elements of our admissions process, continuously reviewing to make improvements with the ultimate aim of providing the best possible experience for our visitors.

Role family: Operations & Visitor Experience

Line Manager: Operations Manager

Management / Day-to-day supervision of Admissions team

Supervision: Open or close Duty Manager on rota basis

Key Responsibilities

- Work as the senior member of front of house staff in Admissions
- To monitor admissions processes, ensuring all visitors are processed in accordance with agreed procedures and to contribute to the admissions processes and policies within the Admissions team
- To support the management of all aspects of the admissions process, ensuring all visitors are processed in a timely, efficient, and transparent manner.
- Ensure a consistent delivery of excellent customer service to all visitors, acting as the visitor champion and role model displaying engaging, enthusiastic expert behaviours and professionalism always.
- Supervising the work of Admissions Assistants, on a day to day basis including identifying training needs and monitoring performance
- Influence and motivate the team to perform to their personal best, providing empathy, coaching and feedback to drive high performance.
- Actively engage with visitors and respond to enquiries in a professional and service led manner.

- Promote innovation amongst the team to maximise sales and generating income to meet Key Performance Indicators.
- Demonstrate full knowledge of the museum's collection, events & facilities and be able to convey information regarding other visitor attractions locally.
- Monitor the flow of visitors in all areas and queue manage as required.
- Deal with complaints with empathy and positively make every effort to resolve them yourself.
- Operate the telephones to museum standards ensuring all messages are handled in an efficient and professional manner
- To contribute to the overall management of the Admissions team by: · working with Team Leader colleagues as a professional team · collaborating in partnership with other museum teams, by attending meetings and events · contributing to the operational planning and development of Admissions · Assistants ·
- To develop processes with the Operations Manager to enable gift aid conversion targets
- To provide weekly / monthly reports on Gift Aid conversion to the Operations Manager & Commercial Director
- To liaise with the Operations Manager regularly to: Identify system improvements to streamline processes
- Update admissions processes to reflect changes in system and any system changes
- To act as business expert on all aspects of the admissions process, providing advice, guidance, and training to admissions assistants

Additional Responsibilities

Building & Security

- Open or close the building following procedures. Unlock the building and ensure all areas are safe before allowing other staff on site and lock up and set the alarms in accordance with the end of shift procedure.
- Operate cash registers, handle transactions and complete end of day procedures, reporting any discrepancies to the Operations Manager.
- Assist with keeping all areas clean and well presented, including clearing away after events and assisting with event set-ups.
- Work with museum security personnel to ensure a vigilant security presence throughout the museum ensuring that no damage occurs to the exhibits, fixtures or fittings within the building.

Experience, Knowledge & Skills

- Admissions / Reception experience
- Experience in a customer service environment.
- Experience of working in a team leader or supervisory role, opening and closing.
- Cash handling experience
- The ability to motivate and influence a team to strike the perfect balance between sales and service, engaging with visitors.
- Enthusiasm for providing a superb visitor experience and inspiring it in others.
- Excellent interpersonal verbal communication skills.
- An ability to work on own initiative.

- A responsible, professional and positive attitude.
- Ability to make decisions and seek solutions under pressure.
- A working knowledge of the Health and Safety requirements of the role.
- Reliability and flexibility in working hours (must be available weekends, evenings and school holidays)

Please note that this role is for 35 hours, five days per week on a rota basis. There is a requirement to work two weekends a month.

Full details of how to apply can be found on our [website](#).

We offer a wide range of benefits including company pension, medical cash plan scheme, access to Employee Assistance Programme and associated wellbeing resources.

NFM is committed to promoting equality and diversity and a culture that actively values difference and recognises that people from different backgrounds and experiences can bring valuable insights to the workplace and enhance the way the Museum operates.

If you would like to discuss any accessibility requirements for the recruitment process or the role, please contact us at recruitment@nationalfootballmuseum.com.