

The Sussex Archaeological Society

Job Description

Job Title	Casual Visitor Services Supervisor
Location	Fishbourne Roman Palace
Contract type	Casual
Reports to	Head of Operations/ Deputy Director
Main Purpose of the Job	<p>In this post, you will directly line manage the Visitor Services Team, with responsibility for ensuring that an outstanding visitor welcome is developed and delivered to all visitors on a daily basis and in doing so contribute to the Audience Development/ Property Business Plans for the site.</p> <p>You will have a passion for ensuring the highest standards of customer care and venue presentation and supporting the recruitment of Society membership and will develop robust front of house procedures, policies and risk assessments as required. This will include development activities for the team and providing leadership in operational matters.</p> <p>You will act as Duty Manager and will have an eye for detail and lead the Visitor entrance/Museum area in terms of health and safety practices, procedures and visitor satisfaction.</p> <p>Using the Society's Access Gamma EPOS system, you will process ticket and gift shop sales effectively to maximise income and promote the Society's membership. You will ensure the North Wing is well presented, including the retail area, toilets, museum and mosaics. You will take the lead in purchasing and managing retail stock on Access Gamma, manage the shop's merchandising and to research, develop and evaluate brand ranges for maximising retail sales, with central support.</p> <p>You will also provide event set-up support and will occasionally need to work outside usual hours for events, to generate increased revenue and enhance the visitor experience.</p> <p>You will work closely with the office team , support and train volunteers for the visitor entrance area/Museum.</p> <p>Overall, the Visitor Services Supervisor will lead the welcome area, ensuring that the department delivers outstanding customer service to meet, and exceed, our visitors'</p>

	expectations and our targets.
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Outline Accountabilities and Responsibilities:

- Welcome all visitors and site users to Fishbourne Roman Palace for an exceptional visitor experience, dealing with telephone and visitor queries as they arise.
- Line Manage the Visitor Services team and volunteers, including training and development opportunities, timesheet coordination, holidays and rotas. Carry out appraisals and organise team meetings.
- Process ticket sales appropriately and in accordance with SAS guidelines, promoting and selling SAS membership, Gift Aid and guidebooks to all visitors and ensuring the visitor services team achieve targets on this.
- Support the promotion of SAS, the Collections Discovery Centre, events and other sites to all visitors both face to face and put out relevant posters, leaflets, A Boards and pop-ups as needed. Contribute content where applicable for the site's and Society's social media channels and website.
- Monitor all the site commercial activity, providing evaluation data for the Head of Operations/Deputy Director and manage the shop's stock ordering and merchandising, following agreed budgets. Research and develop brand ranges for the retail offering and to regularly evaluate and adapt the positioning of merchandise, ensuring products are well promoted and rotated to increase retail sales. Ensure that all cash handling, floats and cashing up procedures are done correctly and following SAS guidelines.
- Ensure on a daily basis that the visitor entrance area/Museum is presented and organised is to a high standard both visually and from a H&S point of view. This includes visual merchandising in the retail area and ensuring the shop is well stocked. Keep the leaflet areas tidy and well stocked.
- Be responsible for the locking and unlocking of the site at the beginning and the end of the day. As well as ensuring the site is open and all areas are running for visitor experience. Responsibility for ensuring the site is well maintained for visitors, including general cleaning.
- Along with the rest of the Fishbourne staff team, be willing to assist with general safety and security on site and be the lead for this in the visitor entrance area/Museum. This includes acting as a Fire Warden to ensure the safe evacuation of the visitor entrance area/Museum in case of the fire alarm sounding and responsibility for the site First Aid boxes, as well as being a First Aider.
- Coordinate all group bookings on Access Gamma and with the Office Administrators and Education Officers. This may include responding to all group enquiries; updating and processing booking forms; inputting and maintaining bookings on the Access Gamma till system.
- To assist with arranging and supervising the yearly programming, such as events, activity days, talks, workshops and private events, ensuring that all required resources are available and that visitor operations run in an efficient and welcoming manner.
- Undertake training as necessary and attend staff meetings as requested. Cascade information to the rest of the team as appropriate.
- An understanding of equalities and how to carry out the role ensuring that the Society's equalities obligations are met.

In addition, the job holder has a responsibility to undertake any duties that might be reasonably expected by the Head of Operations/ Deputy Director.

This job description sets out the accountabilities of the post which may vary from time to time without changing the general character of the accountabilities or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading or pay of the post.

Person Specification

Job Title: Casual Visitor Services Supervisor, Fishbourne Roman Palace

Criteria	Competency	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> GCSE level or equivalent in Maths and English First Aid at work or willing to train Confident in use of EPOS systems, Microsoft packages 	 X X	X
Knowledge & Experience	<ul style="list-style-type: none"> Excellent communication and interpersonal skills, both with adults and children of all ages and backgrounds Experience in presenting information to a wide variety of audiences Previous experience in museum, heritage sector, tourism or customer facing role Cash handling Demonstrable interest in history/heritage Knowledge of Roman history Team leading/ management Experience of duty managing Event support 	 X X X X X X X	 X X
Key abilities and skills	<ul style="list-style-type: none"> Excellent customer care skills with an ability to deal with difficult situations Confidence to work alone as well as part of a wider team Ability to communicate well and clearly with a diverse audience Ability to promote offers/membership and to inspire the team to encourage membership sales 	 X X X	

Personal attributes and behaviours	<ul style="list-style-type: none"> • Reliable and able to work unsupervised • Professional manner and appearance • Team player • Flexible attitude to duties including working at weekends as required 	X X X X	
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April 2025