



The Sussex Archaeological Society

Job Description

Job Title	Visitor Services Supervisor (Casual)
Location	Fishbourne Roman Palace, Chichester
Contract type	Casual
Reports to	Visitor Experience Manager
Hours	Variable hours – this will include some weekend working and evenings
Pay	£13.16
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 overall visitor experience.</p> <ul style="list-style-type: none"> • You will have a passion for ensuring the highest standards of customer care and focus on the detail of site presentation, supporting the recruitment of society membership, upselling retail and delivering budgeted KPIs. This will include development activities for the team and providing leadership in operational matters. • You will act as Duty Manager and will have an eye for detail and lead the north wing and all visitor areas in terms of health & safety practices, procedures and visitor satisfaction. • Using the Society’s EPOS system, you will process admission, shop and membership effectively to maximise all income opportunities. You will ensure the site is well presented, including the shop, north wing, toilets and garden areas. You will take a lead in purchasing and managing retail stock through the EPOS & finance system, manage the shop’s merchandising, actively monitor stock levels and stock performance, assist in developing the retail range, taking on board feedback from visitors and monitoring spend and purchasing trends. • You will also provide event set-up support and will occasionally need to work outside of usual hours for events, to generate increased revenue and enhance visitor experience. • You will work closely with the FRP teams to liaise with and support volunteers for the site. <p>Overall, the Visitor Services Supervisor will lead the main visitor area, ensuring that FRP delivers outstanding customer service to meet and exceed our visitors’ expectations and FRP financial targets.</p>



Key Tasks 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, recruitment, timesheet integrity and co-ordination and rotas. Carry out 1-2-1 meetings including end of season meetings and other such tasks.
- 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 set targets. Be a part of setting targets and lead on delivering KPIs in line with FRP budget, coaching, mentoring and developing the team to achieve these.
- Support the promotion of SAS, events and other sites to all visitors both face to face and ensuring all onsite promotional materials are out, presentable and up to date. Contribute where applicable to FRP social media channels.
- Monitor all the site commercial activity, providing evaluation data for the Visitor Experience Manager and Director. Manage the shops stock ordering and merchandising, following agreed budgets, keeping sight of stock levels and ensuring there is no overstocking. Monitor stock lines that are not performing well and look to reduce stock holdings with sight of the financial impact. Research and contribute to brand ranges for the retail offering and to regularly evaluate and adapt positioning of merchandise, ensuring products are well promoted and rotated to increase retail sales. Ensure ice creams are temperature checked and manage stock rotation for both ice cream, food and drink ranges.
- Ensure that all cash handling, floats and cashing up procedures are followed using SAS guidelines and financial procedures, ensuring financial integrity and security at all times.
- Ensure on a daily basis that the site is well presented and organised to a high standard both visually and from a H&S point of view. This includes ensuring the shop is well stocked, admission points are tidy and free from unnecessary clutter, A frames and poster frames are in good order and presentable with up to date information, the entrance area is welcoming, tidy and well presented, this also extends to the car park as this is the first impression for a visitor.
- 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 FRP team, be willing to assist with the general safety and security on site and be the lead for this in the main visitor areas. This includes acting as Fire Warden to ensure the safe evacuation of the main visitor areas during an evacuation. Actively be a first aider and a part of the sites First Aid cover.
- 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. This could include working additional shifts on event days.
- Undertake training as necessary and attend staff meetings as requested. Cascade information to the rest of the team as appropriate.
- Willingness to work at other SAS sites as required.



- 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 Visitor Experience Manager or 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: Visitor Services Supervisor(Casual)

Criteria	Competency	Essential
Education & Qualifications	<ul style="list-style-type: none"> • GCSE level or equivalent in Maths & English • Holder of a First Aid certificate or be happy to work towards one • Confident in use of Microsoft packages, confident in use of EPOS systems 	X X X
Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrable experience of Duty Management and what this entails • Experience of managing staff • Competency and understanding of Health & Safety • Experience of providing event support • Excellent communication skills, both with adults and children of all ages and backgrounds • Experienced and confident in presenting information to a wide variety of audiences • Previous demonstrable experience in a museum, heritage sector, tourism or customer facing role • Experience of Cash Handling and Cash Handling process & procedures • Demonstrable interest in history/heritage • Demonstrable ability to input on FRP social media platforms, competency to generate content • Able to lead a customer facing team in a busy environment 	X X 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 to promote offers/membership and to inspire the team to encourage membership & retail sales 	X X X X X



	<ul style="list-style-type: none"> • Ability to drive sales targets and KPIs • Ability to train, coach, mentor & develop new & existing staff 	<p>X X</p>
Personal attributes and behaviours	<ul style="list-style-type: none"> • Reliable and able to work unsupervised • Professional manner and appearance • Self-motivated and proactive attitude • Impeccable ambassador for the site and society • Team player • Flexible attitude to duties including working at weekends and in the evening as required 	<p>X X X X X X X</p>

January 2026