



Visitor Operations Manager

Salary: Band 9 - £39,151 to £42,838 per annum

Hours per week: 37 per week working on a rota (including weekends) as per the needs of the service

Location: Based across all Portsmouth Museum sites

Contract type: Permanent

The Service

Portsmouth Museums are responsible for the care of the city's museum collections comprising some 500,000 items that document the history and culture of the city and for making them accessible to both residents and visitors.

The service operates 6 museum sites – The D-Day Story, Southsea Castle, Charles Dickens' Birthplace, Portsmouth Natural History Museum, Portsmouth Museum and Art Gallery & Eastney Engine Houses. A range of audience development initiatives ensure that people from communities across the city and beyond have access to and can benefit from the collections we hold.

We are...

- Champions of Portsmouth's history and culture
- Welcoming, inclusive and community driven
- Listening to and engaging with our audiences
- Resourceful and sustainably minded
- Passionate, inspiring and thought provoking

Our vision is connecting culture, communities and collections, creating links with our past and raising aspirations for the future.

What is the role?

Reporting to the Visitor Experience and Operations Manager, you will be responsible for leading and managing the Museums Operations team to provide a consistent, high quality visitor service experience across all museum sites.

To fulfil this, you will be responsible for staff rotas, recruitment, training and development of staff, including supervision and annual PDR.s. You will provide leadership and management to the Duty Manager's, coaching them to manage their staff team and the museum buildings they are operating, to ensure visitors have an inspiring experience.

Through the duty managers, you will facilitate income generation through admissions, retail, donations and venue hire continuously seeking opportunities for growth. You will ensure that staff carry out cash reconciliation and banking procedures in line with PCC financial regulations.

You will be responsible for ensuring our buildings and facilities are safe and that staff are trained in the relevant aspects of health and safety, ensuring that compliance checks are completed according to protocol driving a culture of safety first. You will ensure issues relating to building maintenance are reported and rectified and liaise with any contactors on



site as required whilst considering specific requirements for buildings that are Listed or are Historic Ancient Monuments and liaising with Historic England as required. You will also be responsible for large building works at the different sites.

Working in partnership with the Emergency Planning team, you will be responsible for maintaining the emergency plans for the Museum service. You will work with our partners and stakeholders to support the growth of the visitor offer and contribute to the development of new ways of working to maximise customer satisfaction whilst ensuring the efficient and smooth running of the service.

You will ensure a range of Visitor Information and services are available, promoting the Museum Service as a whole, as well as Portsmouth as a destination.

You will duty manage as required and be a keyholder.

Who is the person?

You need:

- Substantial experience of leading and managing a fluctuating staff team, of permanent, seasonal and casual staff, preferably in a visitor experience and/or customer service setting.
- Extensive experience of managing buildings, including opening for visitors, all aspects of health and safety, as well as the security of the building contents. Ideally, experience will include knowledge of Historic Ancient Monuments and Listed building.
- Good level of education, relevant degree or equivalent education + experience required
- Outstanding customer service skills
- Awareness of council's statutory regulations relating to for example, fire, H&S, equalities, financial rules.
- Excellent communication skills, self-motivated and able to take decisions, as well as a team player, able to motivate staff and colleagues.
- Commitment to personal development
- Commitment to collaborative working across the team and wider Museums Service and Council.
- Experience in recruiting and training and continually developing staff and volunteers.
- Experience of compiling staff rotas and budget management
- Thorough knowledge of H&S legislation (e.g. IOSH Managing Safely qualification or similar) and experience of compiling risk assessments, evacuation plans.
- Experience of emergency planning

A full UK driving license is desirable but not essential, as this role involves travelling between the 6 sites across the city.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).