

Senior Museum and Visitor Services Officer - Southsea Castle

Salary: Band: 7, £31,067 - £35,235 p.a.

37 hours per week - Tuesday - Saturday 9.00am - 5.00pm.

What is the role?

This role will act as duty manager, ensuring that visitors receive an excellent welcome and have an exciting, memorable and safe visit. The role will also promote the whole of Portsmouth as a visitor destination and ensure a range of information and services are offered. You will be reporting to the Visitor Operations Manager.

Posts will work Tuesday to Saturday plus bank holidays as required. The post holder will be expected work occasional Sundays, Mondays and evenings to facilitate events.

General tasks

Acting as the Duty Manager you will be responsible for the day-to-day operation of the site at which you are working, supervising and training the team of staff and volunteers and liaising with any contractors and partners on site as required.

You will facilitate income generation through admissions, retail and venue hire including weddings etc. Carry out cash reconciliation and banking procedures in line with PCC financial regulations.

You will maintain secure environment for collections through current security procedures including those relating to locking and unlocking, security patrols and regular inventory checks of items on display.

In liaison with line manager, you will ensure issues relating to building maintenance are reported and rectified and liaise with any contractors on site as required taking into account specific requirements for buildings that are Listed or are Historic Ancient Monuments and liaising with Historic England as required.

You will complete and record all building checks as required on weekly and monthly basis.

You will ensure the site is shown at its best, maintaining a high level of cleanliness both inside and out. Ensure public areas, including toilets, are clean, tidy and in good order and that interactive elements of displays are working, tidy and 'topped-up'.

Facilitate museum activities, assisting with the delivery of events and activities, installation of exhibitions, previews and evening meetings, shop stock-takes and audience research for example.

Act as line manager to specific staff and volunteers, including carrying out 1-2-1 meetings and annual PDRs as relevant. In addition, you will Work with stakeholders including site tenants to support the growth of the visitor offer and ensure that the site is operated safely.

Contribute to the development of new ways of working to maximise customer satisfaction whilst ensuring the efficient and smooth running of the service.



Undertake personal training and development, as identified through Performance Development Reviews.

Carry out any other duties commensurate with the post as required.

Specialism/additional responsibilities for this role

Events:

Work with the Weddings and Hospitality Manager to arrange and facilitate special events including weddings.

Organising staff, arranging set up rooms and spaces, moving furniture and equipment etc. Liaising with event leader and site stakeholders.

Who is the person?

You need to:

1. Have experience of day to day running of a museum site or similar to include key holding, income reconciliation etc.
2. Experience of arranging and managing events including weddings.
3. Experience of managing a team.
4. Have a good knowledge of H&S and experience of writing risk assessments.
5. Be committed to delivering excellent customer service.
6. Have excellent communication skills with foreign language skills an advantage. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
7. Have good IT skills and experience of using MS Word, spreadsheets and web-based systems.
8. Have the ability to use your own initiative and problem solve.
9. Be positive, energetic and take a pride in your work.
10. Be passionate about promoting the city to visitors.
11. Understanding of the importance of safeguarding.

This post will primarily be based at Southsea Castle, but the post holder will also be required to work at other Portsmouth Museum Service and Portsmouth City Council sites to meet the needs of the Museum service.

Additional information:

How to apply: When completing the application form, please thoroughly tailor your application to the 'Who is the Person' points in the profile with the use of examples from your experience and attach this as a cover letter in the Supporting Documents section. This is important, or you are likely not to be shortlisted. Please read alongside the 'How to apply' information on the home page of the careers website.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).



Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

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