



Job Specification

Job Title:	Visitor Services Coordinator
Contracted hours:	24 hours per week, flexibility required for additional hours across peak periods
Pay Scale:	£25,252.50 FTE (<i>subject to April 2025 review</i>)
Accountable to:	Operations Manager
Responsible for:	Story Sellers, duty management of Story Catcher team
Line management:	Story Sellers
Supervision of:	Story Sellers, duty management of Story Catcher team and external cleaning operatives

Main purpose of the role:

To manage day-to-day front of house activity throughout Seven Stories premises, corporate and private hires, and food and beverage operations. To ensure Seven Stories facilities are well-organised and seamless at all times. To deliver exceptional customer service to all visitors and guests and lead a team with passion and professionalism. To lead on health and safety procedures to ensure the safety of our venues, guests and colleagues. To oversee and inspire teams to maximise sales and donations and promote our programme and offer with confidence and passion.

This role requires hands on, robust line management that inspires a hardworking team.

Key tasks:

1. To be responsible on a daily basis for all Seven Stories premises, its equipment and assets. Ensuring optimal housekeeping and care of its buildings and contents back and front of house, including any external areas, ensuring a safe working environment at all times for visitors, guests, colleagues and contractors.
2. To be responsible for ensuring that secure cash handling procedures are followed
3. To complete colleague rostering to reflect business needs; working cross-organisationally with all departments to ensure teams are allocated correctly and efficiently
4. To establish and manage clear cross-organisational communications and updates, including, but not limited to daily handover reporting, staff tracking, KPI reporting, sales and income reporting, building signage and building activity reports
5. To task manage Seven Stories Box Office functions on a daily basis, overseeing efficient box office processes at all times to ensure optimal customer care and operational delivery
6. To monitor front of house data capture and drive home the importance of data and audience feedback to help shape our offer
7. To deliver a high standard of customer service that will inspire teams to deliver memorable and authentic interactions
8. To instil a sense of pride and respect for our buildings and drive exceptional building standards
9. To lead on our food and beverage offer ensuring a smooth work flow, whilst maximising sales and the correct allocation of labour during peak periods
10. To lead, motivate and line manage teams ensuring they are supported and informed, ensuring the delivery teams thrive through clear line management, clear expectations, and setting of standards and targets
11. To play a leading role in the implementation and monitoring of environmental policies, and ensure that data protection procedures are adhered to at all times
12. Assist with the maintenance and installation of gallery exhibitions and displays where appropriate.

About you: Pro-active, bold, courageous, driven, a passion for leading a team, efficient, organised, creative, resourceful and honest