



Job Specification – Visitor Services Coordinator

Job Title: Visitor Services Coordinator

Location: The primary location is Two Tales, Prince Bishop's Place, Durham with occasional travel to Seven Stories, Newcastle

Responsibility: Key Holder and Front-of-House Operations

Contracted Hours: 37.5 hours per week (fixed-term for 6 months initially)

Pay Scale: £26,520

Accountable to: Operations Lead

Role Overview:

Two Tales is Seven Stories' new pop-up in Durham's city centre, bringing our renowned storytelling experience to a dynamic space for children and families. The **Visitor Services Coordinator** will be based at **Two Tales** for **6 months** and will play a crucial role in the day-to-day operations of this vibrant pop-up, ensuring that visitors are welcomed, engaged, and inspired through exceptional customer service and seamless operations. Located in Prince Bishop's Place, Durham, **Two Tales** includes a bookshop, coffee shop, gallery, creative activities, and a programme of school workshops and storytelling events. This new initiative brings the magic of reading to life, enabling children and families to step into stories and experience books as a powerful adventure. Much like our Visitor Centre in Newcastle, **Two Tales** will make literature accessible, immersive, and exciting for everyone.

While the role will be based at **Two Tales** in Durham, the **Visitor Services Coordinator** may also be required to travel to and work at **Seven Stories in Newcastle** on occasion.

As **Visitor Services Coordinator**, you will be a key holder responsible for opening and closing the venue and overseeing the day-to-day front-of-house activities, duty managing teams, and ensuring visitors have a truly unforgettable experience at this story-driven location. You will work closely with the team to maintain high standards of service, safety, and creativity in this unique setting.

Main Purpose of the Role:

To manage day-to-day front-of-house operations at **Two Tales** in Durham, ensuring a slick, welcoming experience for visitors, guests, and stakeholders. This includes customer service, bookshop ordering and processing, food and beverage ordering and operations, sales and CRM administration, data collection, overseeing exhibitions, and ensuring health and safety procedures are followed.

This is a key holder role and requires a complete overview of the venue and its day-to-day operations. The role requires a proactive approach to leading, supporting and motivating the team to maximize sales and donations and inspire a love of reading and creativity.

The role will occasionally require support with the installation and de-installation of exhibitions and occasional travel to **Seven Stories Newcastle** as needed.

Key Tasks:

- **Manage daily operations at Two Tales:** Oversee all aspects of the site's operations, ensuring optimal housekeeping and safety of the building for our visitors, colleagues, and contractors. This includes supporting the installation and de-installation of exhibitions to ensure a smooth transition between displays.

- **Secure cash handling:** Ensure secure and accurate cash handling procedures are followed at all times.
- **Rostering:** Complete colleague rostering to reflect the business needs, working across departments to ensure effective and efficient allocation of resources.
- **Communication:** Establish and manage clear communication channels across venues and departments, including daily reporting and KPI tracking, ensuring the smooth running of all activities at **Two Tales**.
- **Box Office Management:** Oversee the box office functions, following processes for ticket sales and event setup, as well as optimal customer care and audience development.
- **Data Management:** Oversee audience data capture, embed data recording processes, and drive the importance of audience feedback to support data-led decision-making.
- **Customer Service:** Deliver an exemplary standard of customer service to inspire teams and create memorable, authentic interactions with visitors.
- **Building Standards:** Lead efforts to instil a sense of pride and respect for **Two Tales** as a space for creative engagement, ensuring all areas are maintained to the highest standards.
- **Food and Beverage Operations:** Oversee the coffee shop and food services, ensuring smooth operations and maximizing sales while ensuring stock levels and the proper allocation of resources during peak times.
- **Team Leadership and Development:** Lead, motivate, and manage teams as required, ensuring clear expectations are set, standards are maintained, and team members are supported and empowered.
- **Environmental Policies and Data Protection:** Implement and champion environmental policies and data protection procedures.

About You:

We are looking to appoint a proactive, driven individual to lead a team and ensure we deliver a positive visitor experience. You should be efficient, organised, creative, resourceful and committed to superior customer

service. Your leadership should inspire teams to deliver excellent results while promoting a culture of respect and creativity.

About Two Tales:

Two Tales in Durham is a story-driven pop-up with a purpose. Located in Prince Bishop's Place, this exciting new initiative transforms a vacant high-street space into a hub of creativity where literature comes to life. Visitors will experience a mix of storytelling spaces, an 'Adventure by Book' gallery, an independent bookshop, a coffee shop, and creative workshops for families and children.

The pop-up is also home to a dynamic program of school workshops, supporting reading for pleasure and boosting literacy. With extended Storytimes, extra sessions during school holidays, and a strong community focus, **Two Tales** will reach even more children and families, providing access to books and creative activities.

Seven Stories has been a treasure chest of imagination for twenty years, and with **Two Tales**, we continue our mission to make books tangible, accessible, and alive for everyone.

Employee Benefits Include: Seven Stories Bookshop and Coffee Shop discounts, bike-to-work scheme, and discounts at partner Newcastle and Gateshead Cultural Venues (NGCV).

The deadline for applications is Friday 4th July 2025

Please send your CV and cover letter explaining how you meet the job specifications to jobs@sevenstories.org.uk