

## Job Description – Duty Manager, Operations

<b>Reporting Line:</b>	Head of Visitor Services (HOVS)
<b>Department:</b>	Visitor Services
<b>Responsible for:</b>	Visitor Engagement Assistants - Operations
<b>Hours:</b>	4 days per week, up to 35 hours, including weekends and bank holidays
<b>Salary:</b>	£11.50 per hour
<b>Main Function:</b>	To ensure the provision of exceptional Visitor Experience and the safe operation of the castle and grounds.

### Duties & Responsibilities:

- Ensure the castle, grounds and staff are prepared for opening and ensure that an appropriate standard of tidiness is maintained within all parts of the castle and grounds at all times.
- Lead the daily management meeting, ensuring that all teams are prepared for the day and provide support and cover when required.
- Responsible for the collection, distribution and return of daily paperwork, keys, radios and floats and cash lifts as and when required.
- Ensure all Visitor Experience Assistants are briefed daily with information on coaches, function bookings, shop and café opening times, events and activities and any other information relating to the operation of the estate.
- Ensure all visitors are welcomed and receive exceptional customer service
- Oversee lock up at the end of the day, ensuring all visitors are off site by the required time and that the castle and grounds are secure.
- Ensure the health and safety of visitors and employees at all times, walking routes daily and updating health and safety checks where required, communicating issues to the relevant department.
- Ensure that the castle, grounds, events and activities are carried out in safe conditions in compliance with health and safety legislation.
- To be the responsible point of contact in the case of a major incident/accident
- Ensure staff are aware of security in all areas and security procedures. Be responsible for reporting any breaches in security such as vandalism, unpaid entry, or anti-social behaviour immediately so that CCTV evidence can be collected if necessary.
- Assist with operational paperwork, daily and monthly rota and holiday requests.
- Operate the back office ticketing system, monitoring visitor numbers and altering booking if necessary

- Provide support for first aiders, ensuring that the correct reporting procedures are followed. Assist in the coordination of emergency responders when called.
- Identify any issues and discuss proactive solutions with the Assistant Head of Visitor Services.
- Provide operational support at events throughout the year.
- Any other duties that may be required from time to time.

## **KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:**

### **Knowledge:**

- Good basic knowledge of the museum, heritage and attraction sector.
- Knowledge of Hever Castle's estate and history.

### **Skills:**

- Well organised
- Excellent team leader
- Customer focussed
- Strong communication skills
- Assertive
- Proven self-motivator
- Able to cope with varying pressures
- Clean driving licence
- Microsoft Office
- EPOS systems

### **Experience:**

- Customer service experience (3 years)
- Experience of staff management (1 year)
- Experience of working in the heritage sector or at a visitor attraction is desirable