

JOB DESCRIPTION & PERSON SPECIFICATION

Director Area: Environment and Economy

Job Ref Number: 02320

Service Area: Heritage Service

Grade: G6 (click [here](#) for value)

Job Title: Visitor Experience Team Leader

PURPOSE OF JOB:

To lead and motivate a team of frontline staff to deliver an excellent visitor experience through the highest standards of visitor welcome and customer service.
To support the Visitor Experience Manager in providing safe and effective site management for Lincoln Castle, encompassing building and facilities, safety and security of site and personnel.

TEAM STRUCTURE:



MAIN DUTIES:

1	To champion customer service, ensuring the delivery of exceptional service through excellent customer care, orientation, information and first class visitor facilities.
2	To enhance the visitor experience by visibly demonstrating high standards of customer service and visitor welcome.
3	To undertake cash handling and banking and to maintain financial and sales records.
4	To contribute to the delivery of effective Health and Safety practice across the site, ensuring the safety and security of visitors, staff and other members of the public through the implementation of Health and Safety policies and procedures.
5	To implement cleaning procedures and a system of daily monitoring to ensure that excellent standards of cleanliness and presentation are maintained at all times.
6	To deal with visitor feedback, correspondence and complaints as required.
7	With support from the Visitor Experience Manager, to supervise the work of the front of house team by developing staff rotas and coordinating staff annual leave.
8	To contribute to the recruitment of front of house staff, including recruitment and selection, inductions, training and probationary interviews.
9	To supervise front of house staff in their roles including performance management and appraisals.
10	To supervise volunteers working in front line roles.
11	To act as keyholder, fire marshal and first aider as required.
12	To act as duty manager on a rota basis, taking responsibility for all aspects of visitor and

	building safety, security and care, dealing appropriately with any incidents or emergencies that arise whilst on duty
13	To develop and action a digital marketing plan to include the maintenance and development of the Castle website and social media channels and support the delivery of Lincoln Castle events programme.
14	To ensure all information is held and disclosed in accordance with the Freedom of Information and Data Protection Acts.
15	To be accountable for your own development through the appraisal process seeking out opportunities to learn new skills where appropriate and relevant.

PERSON SPECIFICATION

Requirements	Where identified*	Essential	Desirable
Basic numeracy and literacy skills to NVQ2 or equivalent	I	√	
Excellent knowledge of exemplary customer service practice and ability to adopt a customer focused approach to internal and external customers.	A and I	√	
Knowledge and experience of Epos systems in a visitor attraction or retail environment.	A and I	√	
Skilled at using Microsoft packages (for example, Word, Excel and PowerPoint).	A	√	
Good written and verbal communication skills and excellent organisational skills.	A and I	√	
Ability to prioritise workloads and meet targets.	A and I		√
Able to coach, develop and manage people and their performance	A and I		√
A sound working knowledge of Health and Safety policies and procedures	A and I	√	
Has a proactive approach to developing and maintaining high standards of customer service and visitor experience	A and I and P	√	
Shows a commitment to ongoing personal development and training.	A		√
Able to use their own initiative, manage and develop effective teams.	A and I and P		√
Has knowledge and experience of digital marketing, websites and social media platforms.	A and I		√
Is flexible and can adapt to changing situations, workloads or tasks.	A		√
Has a high level of commitment and enthusiasm and a flexible approach to working hours.	A and I	√	
Experience of working in a cash handling environment	A and I	√	

A knowledge and understanding of Information Governance	A		√
*A = Application form T = Test/Assessment I = Interview P = Presentation			
GENERAL <p>The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.</p> <p>The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.</p> <p>Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p>Safeguarding -. All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p>			